

# Can't connect to the internet – Fixed Wireless Service

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**NOTE:** If this is the first time you are trying to use the connection, please contact us by clicking the chat icon below or call 1300 303 375 to verify that your NBN service has been activated.

Here are the few things we have to check before troubleshooting:

1. Check on our network status page for any outage in your area. You can click on the links below to check your area for outages.

- [SpinTel Network Status](#)
- [NBN Network Outages](#)

2. Power off the modem and the NBN box for at least 2-3 minutes before you turn it back on.

If you are still unable to connect to the Internet, please proceed with the troubleshooting below.

1. Check the light indicator.



- The **power** light indicator should be Green. Check the cable and make sure that it is properly inserted. You can also test plugging in another device to make sure that the power outlet is able to provide power.
- The **Status** light should be solid Green. If the light is Amber, it is in the process of booting up and you need to wait for it to finish. A Red indicator will mean that there is no connection and you will need to call us to lodge a fault.
- Check the **ODU** light. This is also the indicator of the network connection. This should be colored Green to mean it is okay. If this is Red, we will need to lodge a fault

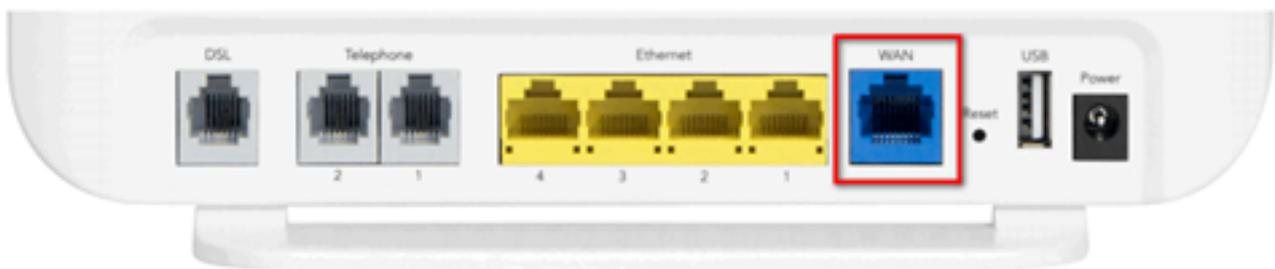
If everything looks okay on the NBN box, the issue might be on the modem.



1. Make sure that the modem is turned on. The power indicator should be colored Green. If it is Red/Off, it might have issues with the power connection. Check the power cable if it is properly connected to the power

outlet.

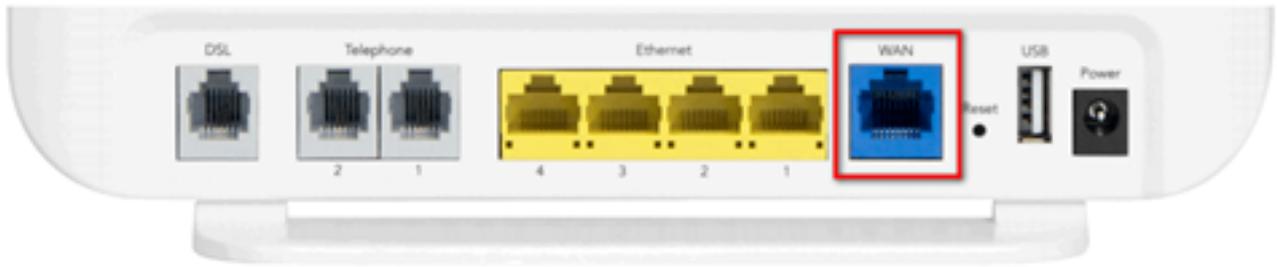
2. Check if the WAN light is on. This is the indication that the router is detecting the nbn box. If it is Off, check that the Ethernet cable is properly connected to the WAN port on the router.



3. Next, check the Internet light. If the router is properly configured, the indicator is colored Green. If it is Off or Red, the configuration for the router might be incorrect. You can check this [guide](#) in configuring your modem.

4. If you are still having issues, make sure that your device is properly connected to the router. If you are using WiFi, check if you are on the correct WiFi network. You can check this [guide](#) in troubleshooting your WiFi connection.

5. If you are connected directly using an Ethernet cable, make sure that you are properly connected to the LAN ports on the modem. Try using different ports in case the current port is faulty.



Online URL:

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