TNG

TNG helps-App.

Analysis and troubleshooting at the click of a button.

Simply explained

✓ **Simple and detailed instructions for setting up your home network**
From installing your router to connecting your devices to the Wi-Fi

✓ **Self-service troubleshooting via diagnostic tool**
For issues such as connection drops, slow internet speeds, device configuration errors, and more

✓ **Direct access to customer support**
If a problem arises that you cannot solve on your own

✓ **Personalized tips and tricks for the best internet connection**
Based on your specific network configuration and usage habits

All information, FAQs, and download link at

tng.de/tnghilft

Download the TNG app now!

Your digital assistant for trouble-free surfing.

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TNG

English

For Vonovia Tenants

Your personal fiber optic connection.

Get online in four easy steps.

tng.de

1 Preparation

Make sure you have the following items:

- ✓ 1x **ONT** * **including power supply**
- ✓ 1x **fiber optic cable**

2 Remove protective caps

- ✓ Prepare the enclosed fiber optic cable by removing the protective caps from the connectors

! **Do not touch the fiber optic ends**
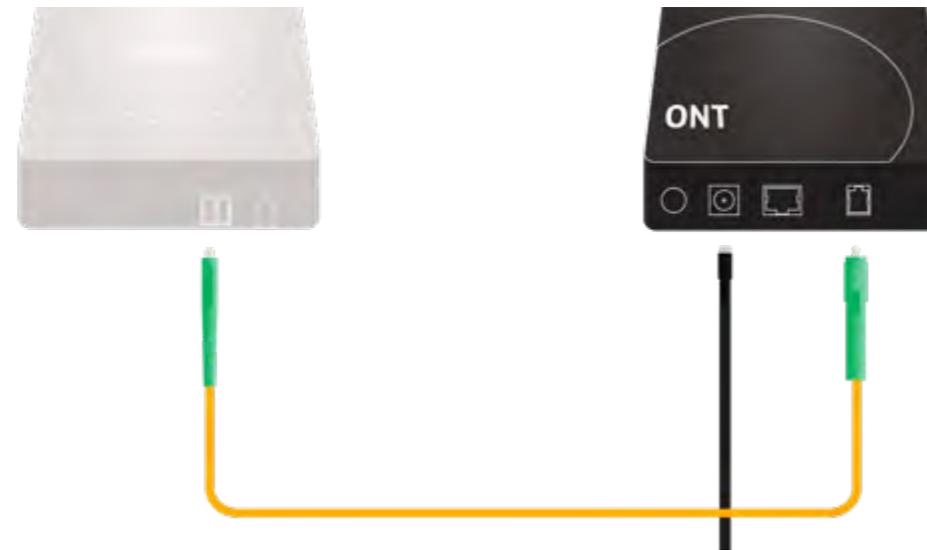(risk of splintering and contamination)

fiber optic cable

*ONT – Fiber optic modem (Optical Network Termination).
Converts light signals into electrical signals,
which are then processed by the router.

*Genexis Fiber Box – A standalone ONT device for passive optical
networks.

3 Connect the Genexis Box* to the ONT

- ✓ Open the flap on the bottom of the Genexis Box* and carefully insert one end of the cable

- ✓ Then remove the protective cap from the ONT

- ✓ Connect the other end of the fiber optic cable to the ONT

! **Be careful not to damage the connections.**

! **Ensure that the connection is secure.**

4 Power supply and commissioning

- ✓ Connect the power supply to the ONT and plug it into the power outlet

- ✓ Wait until the power LED lights up steadily (usually green) – this indicates that the device is ready for operation

- ✓ You can mount the ONT on the wall

! **Caution**
Do not kink the cable, as this can cause damage and signal problems.

Lights not staying on?

! Repeat all steps
! Make sure the ONT is connected to a power source
🎧 We're happy to help: **tng.de/help**

- ✓ **Then use the network cable to connect the ONT to your router.**