

Orbi AX4200 router connection to New Zealand Chorus Internet.

I recently purchased my Orbi AX4200, router with 2x satellites, and followed the NETGEAR instructions on setting it up. Unfortunately, my Orbi was unable to connect automatically to the Internet. I found out I needed to update the Orbi VLAN/Bridge settings on the Orbi router before it would work in New Zealand.

Here is what I did to get it to work. Please note I am not a techy but this worked for me.

Hopefully this will work for other Kiwi's who have purchased their Orbi and looking for help on how to get it connected to the Internet

Note:

1. Internet backbone is owned by CHORUS in NZ. Chorus installs their infrastructure into homes to enable connection to the Internet. In my case I have a fibre connection and have a CHORUS fibre box in my home (ONT Box)
2. ONT box connects to the ISP modem/router/Wi-Fi box. My ISP is currently Vodafone.
3. There are new Internet providers now offering satellite connections e.g. Starlink, which are competitors to CHORUS.

ISP – Vodafone's connection instructions for non-Vodafone modems.

<https://www.vodafone.co.nz/faq/modem-settings-for-a-non-vodafone-modem>

Relevant extract for Fibre connections

Fibre

Field	Configuration
Access Type	Ethernet
Connection Type	IP routing (IP/DHCP)
MTU	1500
VLAN	On
VLAN ID	10

Field	Configuration
IP protocol version	IPv4 + IPv6
IPv4 address type	DHCP
DNS	Automatic
IPv6 addressing type	DHCP

Using the Chrome web browser, I connected directly to my Orbi Router from my Desktop, using the URL <http://192.168.1.1/start.htm> and logged into the administration account I setup when following the NETGEAR setup process.

Using the ADVANCED tab, I could access the VLAN/Bridge settings.

The screenshot shows the Orbi router's web interface. At the top left is the Orbi logo with the tagline "Better WiFi. Everywhere." Below the logo are two tabs: "BASIC" and "ADVANCED". The "ADVANCED" tab is selected. On the left side, there is a navigation menu with the following items: "ADVANCED Home", "Setup", "Security", "Administration", "Advanced", "Wireless Settings", "Router / AP Mode", "Port Forwarding / Port Triggering", "Dynamic DNS", "VPN Service", "Static Routes", "Web Services Management", "UPnP", "IPv6", "Traffic Meter", and "VLAN / Bridge Settings" (highlighted in yellow). The main content area is divided into two sections. The first section is titled "ROUTER INFORMATION" and contains a list of items: "Hardware Version", "Firmware Version", "GUI Language Version", "Operation Mode", "LAN Port", "MAC Address", "IP Address", and "DHCP". Below this list is a blue button labeled "REFRESH". The second section is titled "WIRELESS SETTINGS" and contains a list of items: "Region", "2.4 GHz Channel", "2.4 GHz Wireless mode:", "5 GHz Channel", and "5 GHz Wireless mode:".

From there I could add the required VLAN.

Enabled VLAN and added VLAN ID of 10

orbi.
Better WiFi Everywhere

Logout
Firmware Version
V4.6.14.3_2.3.11
Auto

BASIC ADVANCED

ADVANCED Home

Setup +

Security +

Administration +

Advanced -

Wireless Settings

Router / AP Mode

Port Forwarding / Port Triggering

Dynamic DNS

VPN Service

Static Routes

VLAN / Bridge Settings

CANCEL APPLY

Enable VLAN / Bridge Setup

By bridge group

By VLAN tag group

	Enable	Name	VLAN ID	Priority	Wired Ports	Wireless
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Internet	10	0	All	All

Add Edit Delete

Once completed I rebooted my Orbi and it was able to connect to the CHORUS Internet link.

The VLAN settings seems to be the only missing setup on the Orbi router to allow it to connect to the Internet.

Hope this was helpful.