

1. Power Cycle the Modem & Router

What is power cycling and how does it help?

Power cycling is the act of turning off an electrical equipment via the main switch or

socket and then turning it back on again. If you're facing Connection issues,

we recommend power cycling both the modem and router.

Power down the devices for

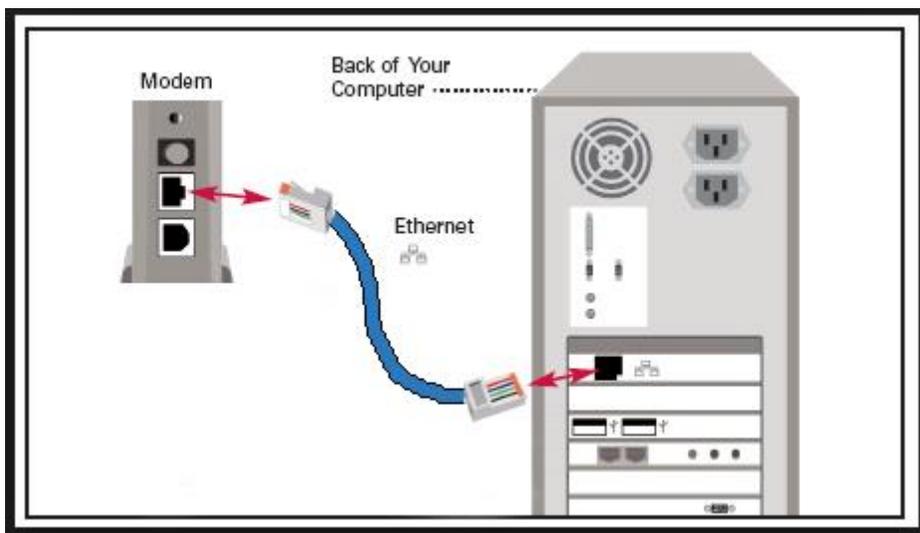
at least 3 minutes before restarting the devices.

Users are advised to power cycle their modems and routers often to extend their

equipment life expectancy.

Please **do not hard reset the modem / Router** at any point.

2. Check whether the LAN Cable is properly connected .



3. Remove the LAN Cable from Wi-fi and directly connect it to the PC .

4. Get your system and software up to date

Using older versions of a browser can seriously slow things down – especially if you're looking at pages with lots of pictures or watching videos. Upgrading to the latest version of the browser you use – [Google Chrome](#), [Mozilla Firefox](#), [Safari](#) or [Internet Explorer](#) – may really speed things up.

5. Health Check

Having lots of tasks running in the background can cause your connection to slow. Try closing any windows or applications you don't need or aren't using. Virus checkers and Fire Wall can also cause connections to slow. However, we don't recommend you turn those off.

ONU – GPON

Safety Instructions

Power supply sockets with too heavy load or broken cables and plugs may cause electric shock or fire. Users should check the power supply wires and cables regularly. If there is any breakage,

please replace the cable at once.

Please adopt the power supply adapter provided for this equipment.

Otherwise the equipment

may be damaged or not able to run normally.

The equipment should be installed at positions with good ventilation conditions and without high

temperature or direct sunshine, so as to avoid faults of the equipment and its corresponding

components due to overheat.

Avoid humidification, especially prevent water from entering the equipment. Entering of water can

cause abnormal running of the equipment and even other dangers due to short circuit.

Do not lay this equipment on unsteady base.

Understanding of the Indicators on the Front Panel

Indicator LED	Colour	State	Description	Trouble shooting
Power	Green	On	The Equipment is powered on	
		Off	The Power Supply to the Equipment is down	Check the Power Supply Unit & Adopter Check the Power On/Off Button on the device
PON	Green	On	The equipment has been registered to GPON system.	
		Blinking	An error occurs during registration.	Re-boot the Equipment
		Off	The equipment has not been registered to GPON system.	Contact Customer Care
LOS	Red	On	The equipment receiving no optical signals.	Contact Customer Care
		Off	The equipment receiving optical signals.	
LAN	Green	On	This interface is connected with the subscriber terminal but there is no data transmission.	Start Browsing
		Blinking	This interface is transmitting or receiving data.	
		Off	This interface is not connected with the subscriber terminal	Re-boot the Equipment & check the Lan Cable connection to the Wi-Fi
Alarm	Red	On	Device Malfunctioning	Re-boot the equipment
		Off		