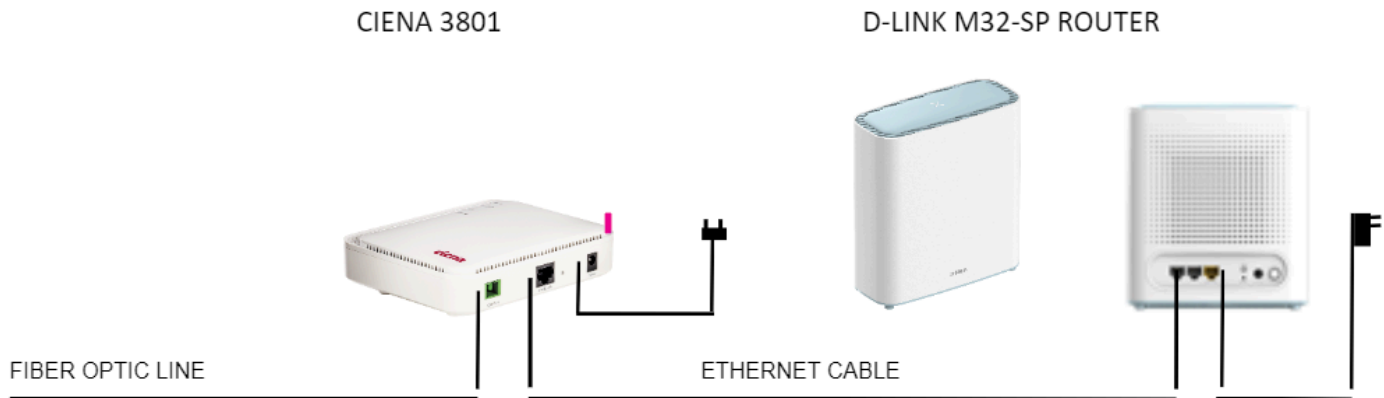


Your internet service is delivered via multiple components:



Problem With Device Connection:

Some of my devices have internet access and some do not.

- Since some devices have internet access, the internet service is not the problem. In this case, power cycle the individual device(s) to see if internet access is restored.

None of my devices have internet access.

- If none of the devices have internet access, follow these next steps to troubleshoot the internet connection and the Wi-Fi router.

Troubleshooting Steps:

Step 1: Ensure the fiber cable is securely plugged into the Ciena Optical Network Unit (ONU).

Step 2: Ensure the Ciena ONU is properly powered and the power cable is securely plugged in.

Step 3: The three lights on the Ciena ONU should be green.

Step 4: The lighted "X" on the top of the D-Link router should be solid white.

Step 5: If the "X" on the top of the D-Link Wi-Fi Router is not white or

If the LOS light on the Ciena ONU is red or

If the XGS-PON light on the Ciena ONU is not green after you reseal the cables,
follow the steps below to power cycle the Ciena ONU and the Wi-Fi router.

Steps to Power Cycle the Ciena 3801 ONU & D-Link M32 Router:

Step 1: Unplug the power supply to the Ciena ONU and unplug the power supply to the D-Link router.

Step 2: Wait one minute, and plug the power cord for the Ciena ONU back into the wall outlet.

Step 3: Wait one minute, and plug the D-Link router back into the wall outlet. The lighted "X" on the top will flash red as it is rebooting. Once the D-Link router has completed rebooting, the "X" on top will light up white. You are now ready to check your devices.

Step 4: Check your device(s) to see if internet access has been restored.

If the lighted "X" on the top of the D-Link router does not come back to solid white and none of your devices have internet access, please contact **AVS Broadband Technical Support** for assistance at 888-282-4932 option 4.