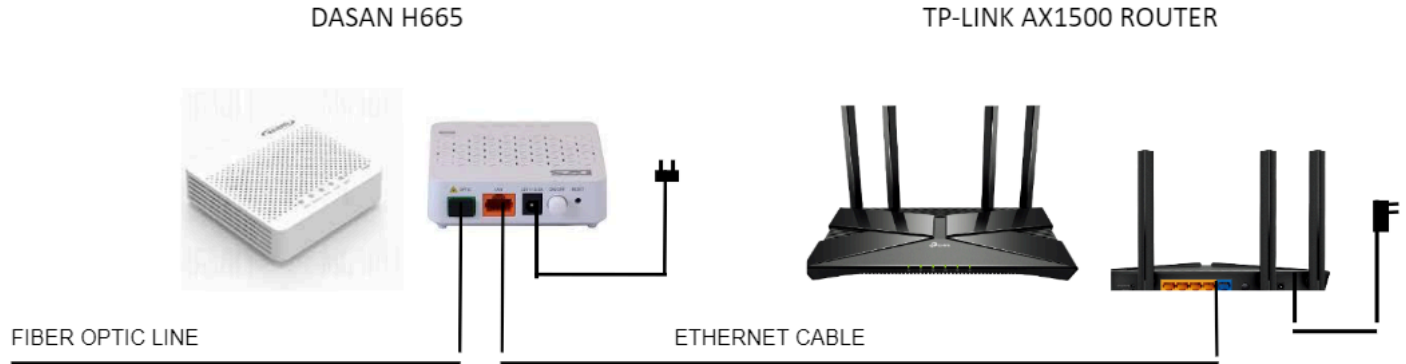


Your internet service is delivered via multiple components:



### **Problem with Device Connection:**

**Some devices have internet access and some do not.**

- If some devices have Internet access, that will indicate the Internet service is working properly. Power cycle the individual device(s) that are not working 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 Wi-Fi router.

### **Troubleshooting Steps:**

Step 1: Verify all cables are plugged securely into the back of both the Optical Network Unit (ONU) and the TP-Link Wi-Fi Router.

Step 2: Unplug and reinsert each cable one at a time.

Step 3: The three lights (PWR, PON, LAN) on the top of the Dasan ONU should be green.

Step 4: There should be four green lights on the TP-Link router.

Step 5: If any of the first four lights on the TP-Link router are not lit **or**  
If the ALM light on the Dasan ONU is red **or**  
If the PON light on the Dasan ONU is not lit after you reseal the cables,  
follow the steps below to power cycle both the ONU and the router.

### **Steps to Power Cycle the Dasan ONU & TP-Link Router:**

Step 1: Unplug the power supply to the Dasan ONU and the power supply to the TP-Link Router.

Step 2: Wait one (1) minute then Plug the power cord for the Dasan ONU back into the wall outlet.

Step 3: Plug the power cord for the TP-Link router back into the wall outlet. The power light on the front of the router will come on immediately. Once the internet light (globe with halo) is on, your device(s) should have connectivity.

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

If the internet light on the TP-Link router does not come on and none of your devices have internet access, please contact **AVS Broadband Technical Support** for assistance at 888-282-4932 option 4.