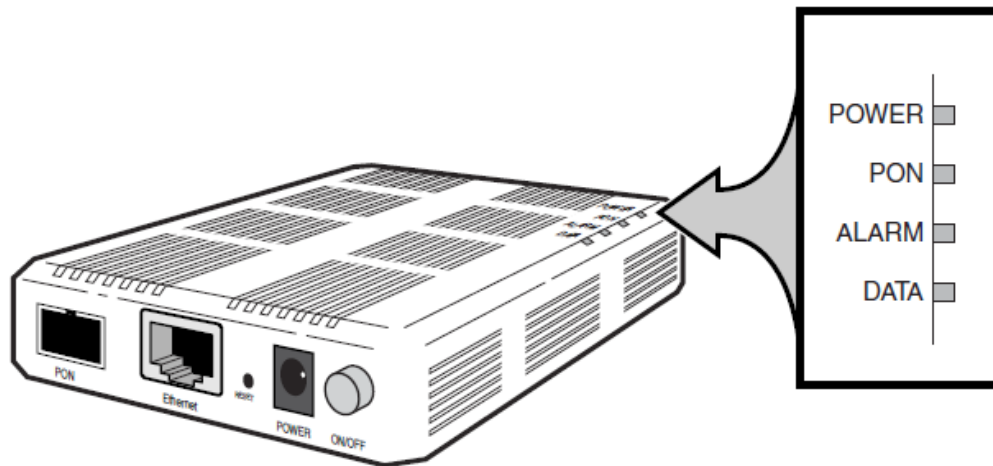# GoNetspeed ONT Troubleshooting and Illustrations

Use this document to become familiar with the Nokia G-010G-A ONT (optical network termination). GoNetspeed uses this ONT to provide Internet service to your home. The ONT may also be placed inside of a wall bracket (see illustration below) and mounted to the wall.
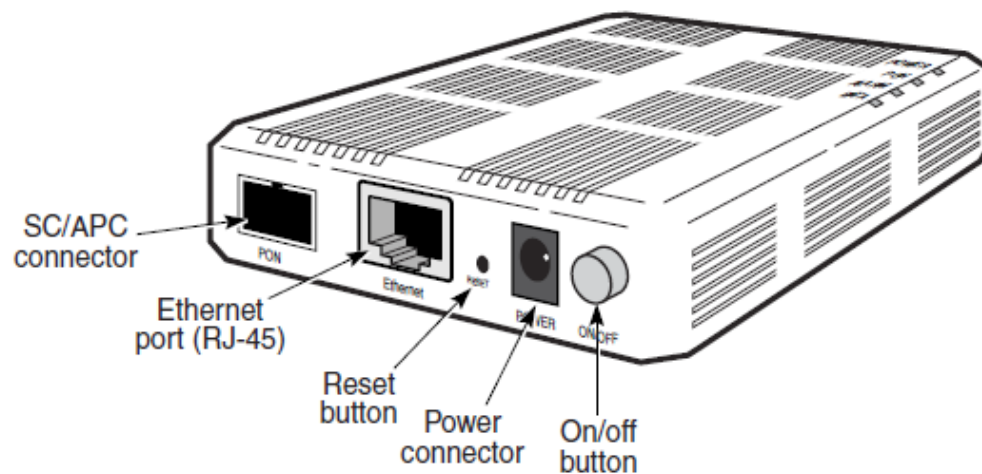
G-010G-A ONT Light Descriptions

POWER: The topmost light on the ONT pictured above is the power light. This light will be either off, on (green), or red (Hardware startup has failed or self-test has failed). If the power light is red, power-cycle the ONT. If it is still red then open a trouble ticket.

PON: The second light from the top on the ONT pictured above is the PON light. This light is lit when the fiber network is connected. After GoNetspeed completes the installation of your Internet service, this light should be green and remain in that status. If the light changes colors then check the fiber, power, and ethernet connections to the ONT. If all the cables are connected properly and the problem persists, please open a trouble ticket.

ALARM: The third light from the top on the ONT pictured above is the alarm light. If there are no problems then this light will be off. If it is not off then please open a trouble ticket.

DATA: The bottom most light on the ONT pictured above is the connection to your network/router. Under normal conditions, this light will be blinking green/yellow! The blinking symbolizes data flowing through the ONT.

ONT Port Descriptions

PON PORT: Fiber connection to the GoNetspeed network

Ethernet PORT: RJ45 connection to your home network (router, laptop, etc).

RESET BUTTON: Resets the ONT to factory default. This button should only be pressed when advised by a GoNetspeed service representative.

POWER: This connector is used for powering up your ONT. The power cord comes with the ONT and plugs into a standard home outlet.

ON/OFF: Turns ONT on or off.

Wall Mount Bracket with ONT and Cabling

The following illustration show how the ONT is mounted and cabled when using the wall mount bracket. Pay close attention to the alignment of the cables when removing/installing the bottom bracket as to not pinch them.