# Alcatel GPON (I-241W-S) Troubleshooting Manual

# Alcatel GPON (with internal router) Model - I-241W-S

4 – Gigabit-Ethernet Ports      2 - POTS Ports
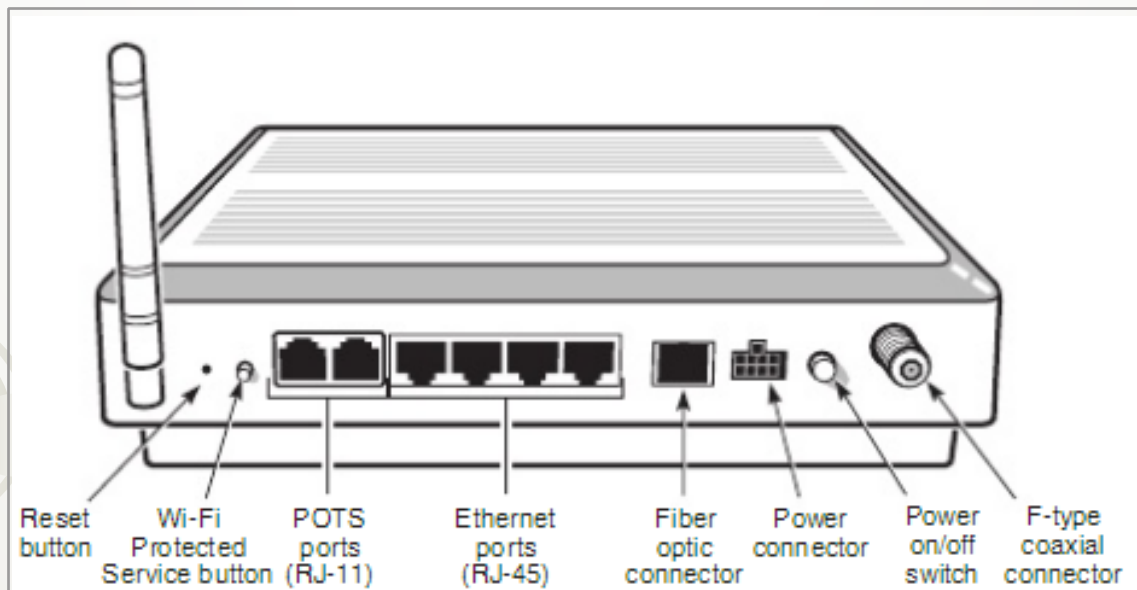
1 – RF-Video Port      1 - USB Port
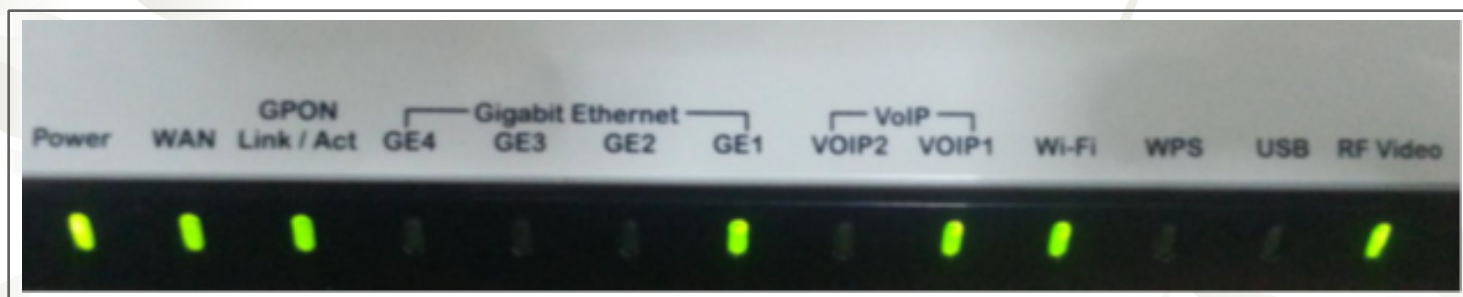


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The following figure show the back side of ONT wher you can observe the different ports for Ethernet, POTS and RF-TV. Also remember the ports' numbering is from right to left like the Ethernet port nearer to power port is Ethernet Port#1



Reset button   Wi-Fi Protected Service button   POTS ports (RJ-11)   Ethernet ports (RJ-45)   Fiber optic connector   Power connector   Power on/off switch   F-type coaxial connector

Port Sequence on Alcatel GPON (I-241W-S)

Light display on Alcatel GPON (I-241W-S) ONT

| Indicator | LED Color/Behavior | LED behavior description |
|---|---|---|
| **Power** | Off | Power is Off |
| | Green Solid | Power is On |
| **WAN** | Should be green stable or blinking, else contact NAYAtel Support | |
| **GPON** | Should be green stable, otherwise contact NAYAtel Support | |
| **Gigabit-Ethernet** | Off | No Ethernet signal detected |
| | Green flashing | User data going through Gigabit port |
| | Green Solid | Gigabit interface ready to work |
| **Wi-Fi** | Off | No radio signal detected |
| | Green flashing | User data going through WLAN |
| | Green Solid | Wi-Fi interface ready to work |
| **WPS** | Off | Inactive |
| | Green Solid | Success Status |
| | Green flashing | In-progress status |
| **RF-Video** | Should be green stable, otherwise contact NAYAtel Support | |
| **VOICE** | Off | POTS Inactive |
| | Green Solid | POTS Active |
| | Green Blinking | Call in progress |

## Precautionary Measures

1 – Never remove the power cable from the ONT as this can damage the ONT

2 – Never reset ONT by pressing reset button as this will remove all the configurations of the ONT

3 – Do not cover the ONT as this blocks the ventilation for the ONT circuitry

4 – Only connect the ONT with the UPS provided by Nayatel as other UPS can damage the ONT

5 – Donot change the ONT location as it may damage the optical fiber cable. Please contact NAYAtel Support in this regard

## Using Serial Number

Serial number of ONT is a unique number. No two ONTs can have same serial. Customer's User ID can also be identified by this serial number. Serial number is pasted on the front side of ONT.