

What to do if GPON user equipment is reset



Overview

7109505778_XZ000-G7(UN)_1.0_QIG_V1 With the Terminal powered on, press and hold the RESET button on the rear panel of the Terminal for at least 5 seconds.

Key Takeaways

After a GPON user equipment reset, you should verify power, reconnect fiber and Ethernet cables, reconfigure settings if needed, and ensure the device is authorized by the OLT.

Immediate Steps After Reset

- **Power Check:** Ensure the device is powered on and the power switch is in the ON position. If using a PoE adapter, confirm it meets the device specifications .
- **Reconnect Cables:** Verify that the fiber optic cable is securely connected to the PON port and that Ethernet cables are properly connected to LAN ports. Replace any damaged or incorrectly wired cables .
- **Device Reboot:** If the reset was unintentional, perform a controlled reboot by pressing the reset button briefly or using the web GUI to reboot the device .

Reconfiguration and Verification

- **Factory Reset vs. Reboot:** A short press of the reset button typically reboots the device without erasing settings, while holding the button for 5–15 seconds restores factory defaults .



- **Web GUI Access:** Log into the device using the default or previously configured credentials to verify or reapply network settings, including Wi-Fi SSID, passwords, and VLAN configurations .

- **OLT Authorization:** Ensure the device is recognized and authorized by the Optical Line Terminal (OLT). Some GPON devices require re-registration with the OLT after a factory reset .

Troubleshooting Connectivity

- **Check LEDs:** Observe the PON and LAN LEDs. Red or amber lights may indicate a fiber connection issue or OLT communication problem .

- **Fiber Quality:** Inspect the fiber for bends, breaks, or excessive loss. Use optical attenuators or splitters as needed to maintain proper signal levels .

- **Network Configuration:** Confirm that the user device IP settings are correct and within the allowed range. Replace non-standard cables with CAT-5 or higher twisted-pair cables if necessary .

Precautions

- **Backup Settings:** Before performing a reset, save any custom configurations to avoid losing network settings .

- **ISP Support:** Contact your ISP if the device fails to reconnect or if you are unsure about reconfiguration steps . Following these steps ensures that your GPON user equipment is properly restored and reconnected to the network after a reset, minimizing downtime and maintaining service stability.

Article Content

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Problems will affect all the network users if it occurs in the shared part which include GPON OLT, feeder fiber, and splitter. If the

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[EPON/GPON ONU User Manual](#) The document provides instructions for installing and using an EPON/GPON ONU device. It

[GPON: What Is It & How Does It Work? Here's All You Need To Know](#)

[What Is GPON Technology?](#) The acronym GPON stands for Gigabyte Passive Optical Network. In order to define it, we must first

[How and When to Reset Your Modem | Quantum Fiber](#)

Learn how to reset your Quantum Fiber modem/router to default settings. The factory reset on a modem should be used with caution.

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