

Huawei HG8240/HN8254 Optical Network Terminal (ONT)

***Note: Only LAN1 and 10G LAN (for HN8254) ports are provisioned with the internet service. Do not attempt to reset the ONT as the in-built service profile will be removed.**

ONT LED Status

A working ONT should have the following LED status:



- **Power:** Green
- **PON:** Stable Green
- **LAN1/10G LAN:** Green

***For customers who have subscribed to M1 Fixed Voice Service:**

The LED status for TEL1 should show *Green*. If LED is off, please check whether the telephone line is properly plugged in and ensure that it is not connected to the wall telephone socket.

Refer to the self-troubleshooting guide below if your ONT does not have the working LED status.

**It is recommended to perform a power cycle (Switch off ONT power supply and switch back on after 5 minutes) after each troubleshooting.*

Table 1-1 Indications of the LEDs on the HG8240/HN8254

LED	Status	Description	Troubleshooting Guide
POWER	Off	The power supply is cut off.	<ul style="list-style-type: none"> • Check whether the ON/OFF button on the rear panel is pressed. • Ensure power adapter is properly plugged in for both ends. • Ensure power point in use is working with other electrical appliances.
PON	Off	The ONT is not in sync with the backend service.	<ul style="list-style-type: none"> • Perform a power cycle. • If problem persists after a power cycle, please call our Customer Service at 1627.
LAN1/ 10G LAN	Off	Ethernet connection is not set up.	<ul style="list-style-type: none"> • Check whether the Ethernet cable is properly plugged in. • Ensure Local Area Network is enabled on your computer. • Replace the Ethernet cable • Perform a check using another PC or Laptop to isolate the issue.

Loss of Signal



If the LED status for LOS shows red, please check whether the optical fibre is properly connected to the OPTICAL port and the Termination Port. If problem persists after a power cycle, please call our Customer Service at 1627.