Quick Start Guide:
How to Reboot Your Modem or ONT

Rebooting your modem or Optical Network Terminal (ONT) is often the first and most effective step to resolve common internet connectivity issues. This simple process can refresh your device's connection to our network, clear temporary glitches, and restore your service quickly. This guide provides universal steps that apply to most devices, including Zhone, ZyXel, Allied Telesis, Adtran, and Calix models.
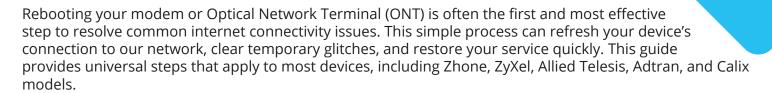
Step-by-Step Instructions
Follow these steps to safely reboot your equipment.

1. **Unplug the Power Cord:** Locate the power cord on the back of your modem or ONT. Gently unplug it from the electrical wall outlet.

2. **Wait 5-10 Minutes:** Leave the device unplugged for at least 5 minutes. This allows it to fully power down and clear its internal memory.

3. **Plug It Back In:** Reconnect the power cord to the electrical outlet.

4. **Allow Time to Restart:** The device will begin its startup sequence. This can take several minutes. Wait for the power light to become solid, which indicates the device is online and ready.

5. **Test Your Connection:** Once the lights are stable, try to access a website on a connected computer or device to confirm your internet service is working.

⚠️ **Important:** Do not press the small, recessed "Reset" button on your device unless specifically instructed to do so by a Nuvera support technician. Pressing this button can erase your device's configuration settings and require a technician to restore your service.

Troubleshooting Tips
If rebooting your modem or ONT does not solve the problem, please try the following:

- ✓ **Check Connections:** Ensure all cables connected to your devices and computer or router are secure.

- ✓ **Reboot Your Devices:** Restart the computer, router, or other devices connected to your network.

- ✓ **Observe the Lights:** Take note of which lights on your modem or ONT are on, off, or blinking. This information can help our support team diagnose the issue faster.

Contact Us
If your internet connection issues persist after following these steps, our technical support team is here to help.

See next page for examples of equipment.

Phone:
844.354.4111

Hours:
Monday – Friday: 7:30 AM – 9:00 PM
Saturday: 9:00 AM – 4:00 PM

Nuvera Business Technical Support

Modem and Optical Network Terminal Equipment

Below are examples of the equipment you may have. **Please use these images as a visual reference only**, as the appearance of your specific modem or Optical Network Terminal (ONT) will vary by make and model. If you need assistance identifying your Nuvera equipment, please contact our technical support team.

What's the Difference?

Your modem or ONT connects your business to Nuvera's network and brings internet service into your building. A router takes that connection and shares it with multiple devices—like computers, phones, and Wi-Fi equipment.

Zhone Modems

Model: Zhone 6511   Model: Zhone 1151   Model: Zhone 6712

ZyXel Modems

Model: ZyXel p873hnup-51b   Model: ZyXel 1435   Model: ZyXel VMG4825

Model: ZyXel P-660R-F1   Model: ZyXel 3105 HPNA   Model: ZyXel 4927

Allied Telesis Modems

Model: Allied Telesis AT-iMG 624

Model: Allied Telesis AT-iMG 746

Calix ONTs

Model: Calix 716GE-i

Model: Calix GP1100X

Model: Calix GH3200X

Model: Calix Gigaspire BLAST u6x

Model: Calix GigaSpire GS5329XG

Adtran ONTs

Model: Adtran 424

Model: Adtran 324E

Model: Adtran 622

Model: Adtran 372
(Inside or Outside Terminal)

Model: Adtran 352
(Outside Terminal)

Model: Adtran 374
(Outside Terminal)