

Troubleshoot Your Fiber Modem

Let's get you back online!

Please try these simple steps before contacting support.



1 Check Connections



- Make sure the power adapter is securely connected.
- Ensure the fiber/ethernet cable is firmly connected to the modem.
- Confirm that the power outlet is working.

2 Check LED Status



Please verify the LED lights on your fiber modem:

- **Power:** Solid green
- **Broadband:** Solid green or blinking
- **Service:** Solid green
- **Wi-Fi:** Solid or blinking (if enabled)



If any light is red or off, please note which one and continue to the next step.

3 Check Devices & Connection



- Ensure Wi-Fi is enabled on your device.
- Try connecting another device.
- If using Ethernet, try a different cable or port.
- Move closer to the modem to rule out Wi-Fi range issues.

4 Restart the Modem



- 1 Unplug the power adapter from the modem.
- 2 Wait 30 seconds.
- 3 Plug the power adapter back in.
- 4 Wait 2-3 minutes for the modem to fully restart.

Then, check the LED lights again.



Still Need Help?

Our team is here to help!

Contact Us



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