

# ONU has not been connected to the splitter interface PON port



## Overview

Fault State: Not lit or blinking red, indicating fiber optic connection issues, OLT port issues, or PON module faults. LAN Indicator Light. Connect ONU to OLT PON port with a splitter Make sure ONU rX power in the proper range (-8~ -27dBm). ONU auto-learn function is enabled. In this case, ONU will be added. If the power supply is normally connected, the POWER indicator still does not light up, we recommend that you try replacing the ONU with a new one. Used to indicate the PON link status and OLT registration status. It supports WiFi services, VoIP, and Ethernet services. The OLT and ONU are managed using CLI/HTTP/SNMP/TR069/Telnet protocols. In the following table, we can see the issues related to OLT and ONT that cause. When an ONU fails to go online, locate the fault based on the following fault symptoms and possible causes.

## Article Content

Feb 28, 2026

Home -The Fiber Optic Association

The issue is resolved by connecting the ONT to the correct PON port. Additionally, specialized instruments are available to identify the ID and expedite the troubleshooting process.

Jul 15, 2025

How do I troubleshoot ONU connection problems?

Ensure the ONT power cord is connected to an uninterrupted power supply to prevent downtime from power outages. Periodically check the cabling to ensure a secure connection.

Oct 01, 2025

What are the common faults of ONU (Optical Network Unit) and how ...

Fault State: Not lit or blinking red, indicating fiber optic connection issues, OLT port issues, or PON module faults. Solutions include checking fiber optic connections, verifying OLT port ...

Aug 20, 2025

Fault Identification and Demarcation

All the ONUs connected to a board of an OLT fail to go online. The board or the slot is faulty. ODN failures are generally caused by large reflection and attenuation caused by improper optical ...

Nov 26, 2025

Quick ONT or ONU troubleshooting

If the optical path is not working, you need to see if there is a large bend in the fiber; or see if the end of the fiber is not connected somewhere. If you can not get it, you can contact the ...

May 19, 2026

VSOL GPON ONU Basics and Configuration

Follow the guide to VSOL GPON ONU configuration with a great combination of text and screenshots of the operation.

Dec 14, 2025

FTTx GPON ONU Troubleshooting Guide

The document provides troubleshooting steps for FTTx GPON ONU issues. It discusses checking fiber connections and cleanliness if the LOS indicator blinks or is off.

Nov 21, 2025

Test Procedures when Trouble-shooting an Live (in service) PON

If an live ONT is not detected, the fault may either be an ONT/ONU Failure or a fault in the PLC Splitter, distribution cable or drop cable connecting the feeder fiber to the subscriber.

Feb 20, 2026

Guide to Easily Onboarding & Configuring ONU: Case of FS OLT/ONU

Discover the step-by-step process of connecting and configuring FS OLT3610-08GP4S and TA1910-4GVC-W ONU. Learn management protocols, installation tips, and common ...

Jan 24, 2026

Guide to V-SOL GPON ONU Basic Configuration

Choose the PON port and ONU profile to fill in the authentication information of the ONU. then click Submit button. The ONU should be connected to the same PON port as you configured.

Feb 09, 2026

VSOL GPON ONU Basics and Configuration

If the optical path is not working, you need to see if there is a large bend in the fiber; or see if the end of the fiber is not connected somewhere. If you can not get it, you can contact the ...

## Contact Us

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