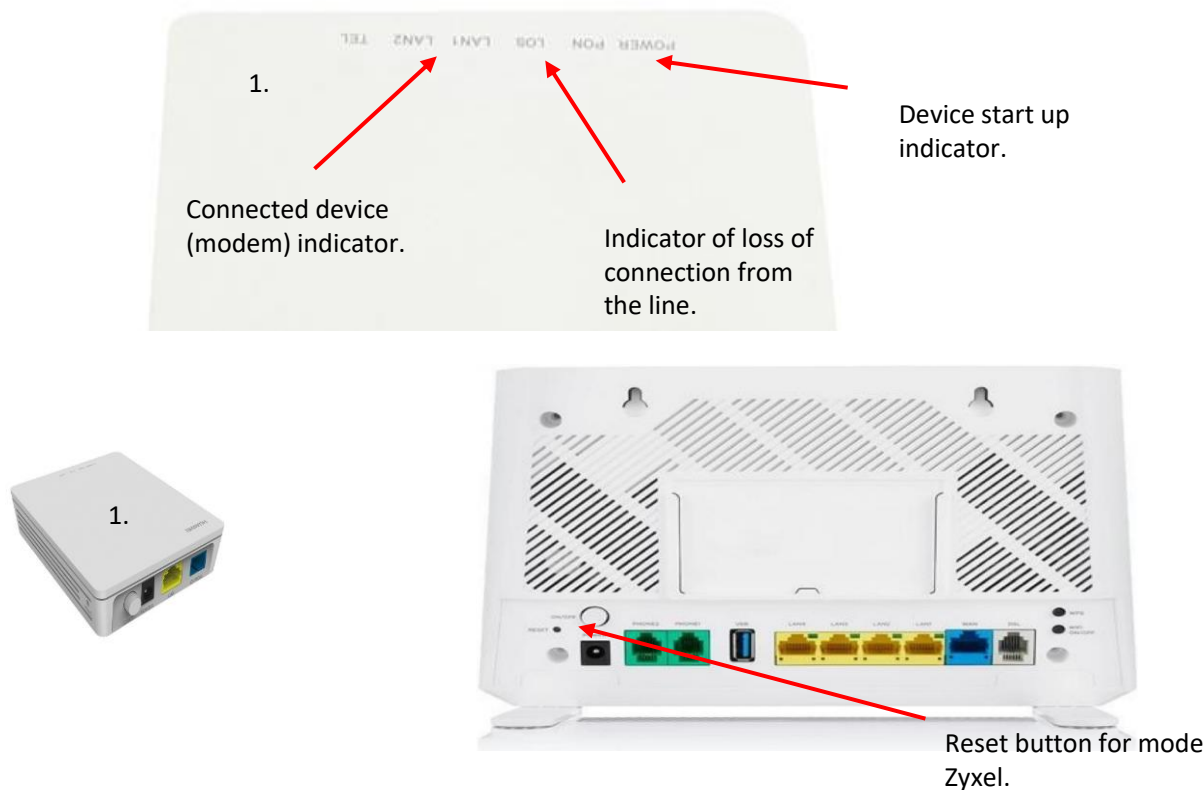# Optical connection not working - The Internet indicator is red

- If the loss indicator flashes red on the GPON (Figure 1), the GPON must be turned off - 10 sec.
- Wait - turn it on and wait for it to start.
- After loading, the Pon indicator should turn green.
- GPON is already loaded, but the modem is still not transmitting the Internet?
- Let's check the modem connection.
- First, we restart the modem by turning it off, wait 10 seconds and turn the modem on again.
- If it doesn't help, reset the modem to factory settings by pressing the reset button for at least 20 seconds.

1.

Device start up indicator.

Connected device (modem) indicator.

Indicator of loss of connection from the line.

1.

Reset button for mode Zyxel.

The troubleshooting procedure did not help?

- In the event of non-functionality even after setting, you need to contact our technical support by calling us or using the Tobi chatbot, which you can find on our website www.Vodafone.cz.