

# Scan Sat Network S.L.

## Fiber Issue Solver Guide

My fiber doesn't work

Im not getting my full fiber speed.

- My fiber doesn't work

1.

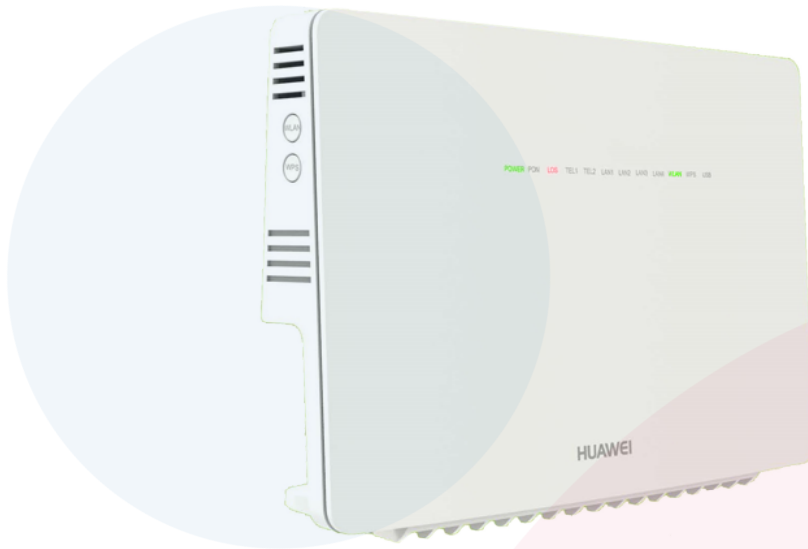


First of all we have to locate and go to our Fiber Router (ONT), Now that we have it in front then we have to make sure that there are lights on it and that its turned on.

If the lights are on and the cables are connected then we proceed to **Reboot** the router by unplugging the power cable and then plugging back in again.

Now we wait for 10 minutes and then try again, if you still have the same problem then proceed to **step 2**.

## 2.



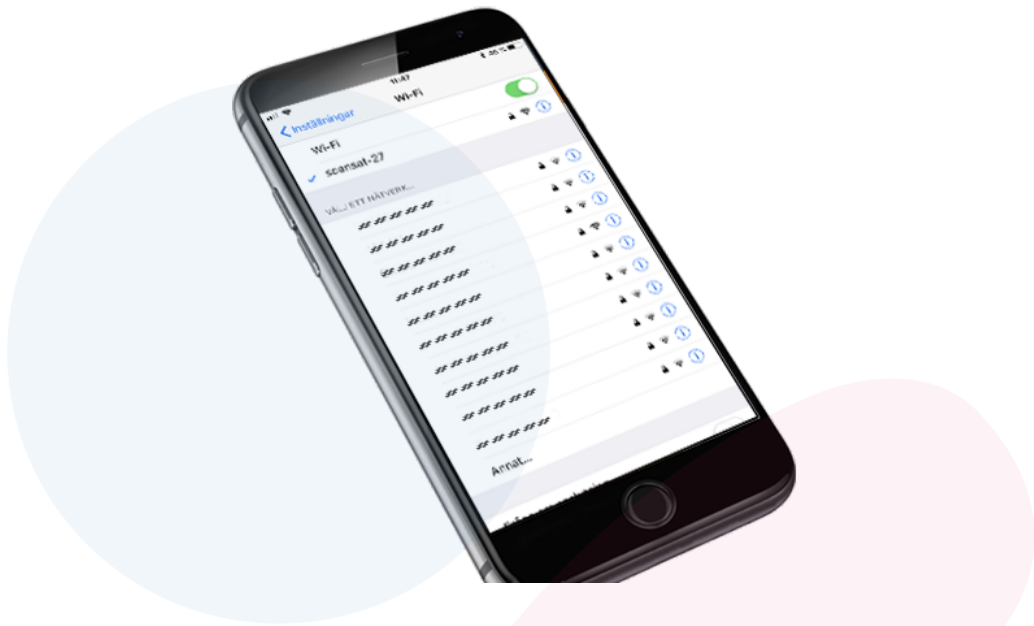
Now that we have rebooted we need to check the lights on the Router (ONT).

On the router following **lights should be ON**: “**Power**” “**PON**” “**WLAN**” and maybe some LAN but that is not important for the Internet to work.

If “**PON**” is **not on** and the “**LOS**” is **Red or Blinking** (Like in the previous image), then please contact us by [clicking here](#).

If the lights are ok then please proceed to **step 3**.

### 3.



Now that we have rebooted all the equipment, everything should be fine again, if still not ok then we need to check that we are connected correctly to our **Wifi Network**.

Check that you are connected to your network and if you are not connected to your network, then click on your wifi name to connect to it, a message will come up and ask you for a password, this is the password for your wifi that was given to you when installed.

If you can't remember your password or can't see your wifi name please click here: [I can't find my Wifi Network](#)

**IF STILL NOT WORKING, PLEASE [CONTACT US](#)**

- My fiber doesn't work

1.



First of all we have to locate and go to our Fiber Router (ONT), Now that we have it in front then what we need to **reboot the router**. We can **reboot** the Router (ONT) by **unplugging** the power and **plug it back** in again.

Wait for 5 minutes and then try again.

If you still have slow connection please go to **step 2**.

## 2.

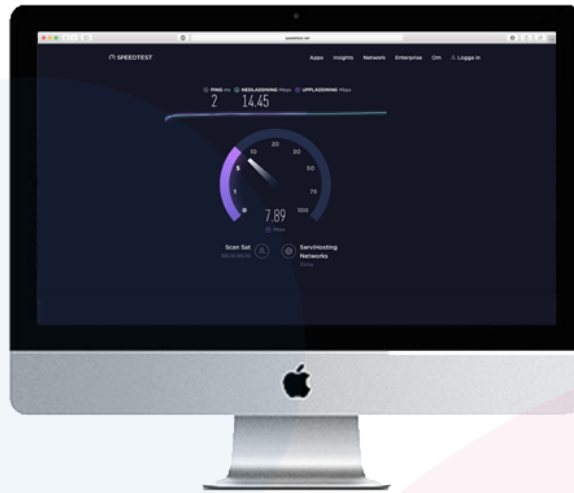


After rebooting everything we need to make sure to know if we are connected via **WIFI** or via **CABLE**.

**Are you using wifi? Are you far from the router?** If you are not close to the router and connected by wifi, there might be a problem with the WIFI signal due to cement walls or being far away from the router.

**Go close to the router** and check again, is it better, if so contact us and we will come with a good solution for you by [clicking here](#). If connected via cable, or close to the WIFI and still have a slow internet connection please go to **Step 3**.

# 3.



Now that we have rebooted everything and we have in mind the difference between WIFI and CABLE, we will now test our connection.

We start by trying to do a **Speedtest**, we recommend using this one **Speedtest**

**Are you getting the speed you are paying for?** If so then you can check out higher speeds and other plans that might be interesting by [clicking here](#).

\* Remember that you might have slightly lower speeds on wifi than cable depending on your router, Consult us to know more about this by [clicking here](#)

**IF STILL NOT WORKING, PLEASE [CONTACT US](#)**