

Allpoint Networkx – Customer Self-Help Center

Welcome to the **Allpoint Networkx Customer Self-Help Center**.




This guide will help you resolve most internet and Wi-Fi issues quickly — often without needing a service call.

Quick Equipment Check

Before troubleshooting, check the lights on your equipment. These lights tell us what your network is doing. Start first with the router.



Zyxel Router – Light Meanings

Power 	Must be solid green
Internet/WAN 	Solid or blinking = online
Wi-Fi 	Blinking shows activity
Red / No Internet	Continue to ONT checks

Make sure the Ethernet cable from the fiber box (ONT) is plugged into the blue **WAN / Internet** port on your router.



Adtran 834-5 Router – Light Meanings

Power	Must be solid green
Status solid green	Router working
Status is red/off	Continue to ONT checks

Make sure the Ethernet cable from the fiber box (ONT) is plugged into the black **WAN / Internet** port on your router.

Adtran ONT – Light Meanings



Light Meaning

Power	Must be solid
Fiber / PON	Must be solid
LAN	Flashing = router connected
Alarm / LOS (Red)	Fiber issue — call support

⚠ Do not unplug the fiber cable (Green Connector)— dust and light contamination can cause outages.

Step-by Step Troubleshooting

1 Check Router & Wi-Fi

- Power light must be solid
- Ethernet from ONT must be plugged into WAN/Internet port
- If lights are red or off, continue to ONT

2 Check ONT

- Power and PON must be solid
- Fiber jumper must not be bent or loose
- If PON is blinking or Alarm is red → **Call Support**

3 Slow Wi-Fi?

Improve Signal

- Place router in the open
- Keep away from metal shelves, microwaves, brick walls

Quick Fixes

- Restart router
- Reconnect Wi-Fi on device
- Switch to 5 GHz if available

4 No Internet But Lights Look Good?

Test	Result
Only one device affected	Device problem
All devices affected	Router or ONT
Laptop plugged into ONT works	Router issue
Laptop does not work	Fiber issue

Common Problems & Fixes


Problem	What It Means	What To Do
Router red light	No WAN signal	Check ONT & cable
PON blinking	Fiber issue	Call support
Wi-Fi dropping	Interference	Move router
One device fails	Device issue	Restart device
Phone works, internet doesn't	Router issue	Restart router

When to Call AG Communications

Call us if:

- PON light is off or blinking
- Alarm/LOS light is red
- Router stays red
- Internet drops repeatedly
- Multiple neighbors are offline

Support:

 618-488-2165

 support@allpointnetworkx.com

📶 Wi-Fi Not Reaching My Bedroom?

If your internet works fine in some rooms but is slow or drops in your bedroom, this is a Wi-Fi coverage issue, not a fiber problem.

Your fiber service is working — the wireless signal just isn't reaching that area well.

Why This Happens

Wi-Fi is radio — walls and objects weaken it.

Common signal blockers:

- Brick or concrete walls
- Metal ductwork
- Fireplaces
- Aquariums
- Microwaves
- Large TVs
- Long hallway distances
- Routers placed in cabinets or corners



Quick Things to Try First

1 Move Your Router

Place your router:

- In an open room
- Chest-high or higher
- As close to the center of your home as possible

Do NOT place routers:

- In basements
- In cabinets
- Behind TVs
- Next to microwaves

2 Use the 5GHz Wi-Fi Network

If your Wi-Fi name shows two networks:

- Your WiFi-5G → Faster, shorter range
- Your WiFi → Longer range, slower

For bedrooms farther away, connect to the non-5G network for better reach.

Arris 3200 – Light Meanings



Light	Meaning
Power	Must be solid green
Receive / DS	Solid or blinking = downloading signal
Send / US	Solid or blinking = uploading signal
Online	Must be solid green
All Lights Flashing	Modem is restarting

If Online Light Will Not Go Solid

Symptom	What It Means	What To Do
Receive blinking only	Not locked onto cable signal	Check coax cable
Send blinking only	Cannot reach network	Check coax & splitters
Online flashing	Network registration failed	Restart modem
Online off	No service signal	Call support

Proper Restart

Unplug modem power for 10 seconds

Plug it back in

Wait 2–3 minutes

Watch for:

Receive & Send solid

Online solid

Then restart your router.