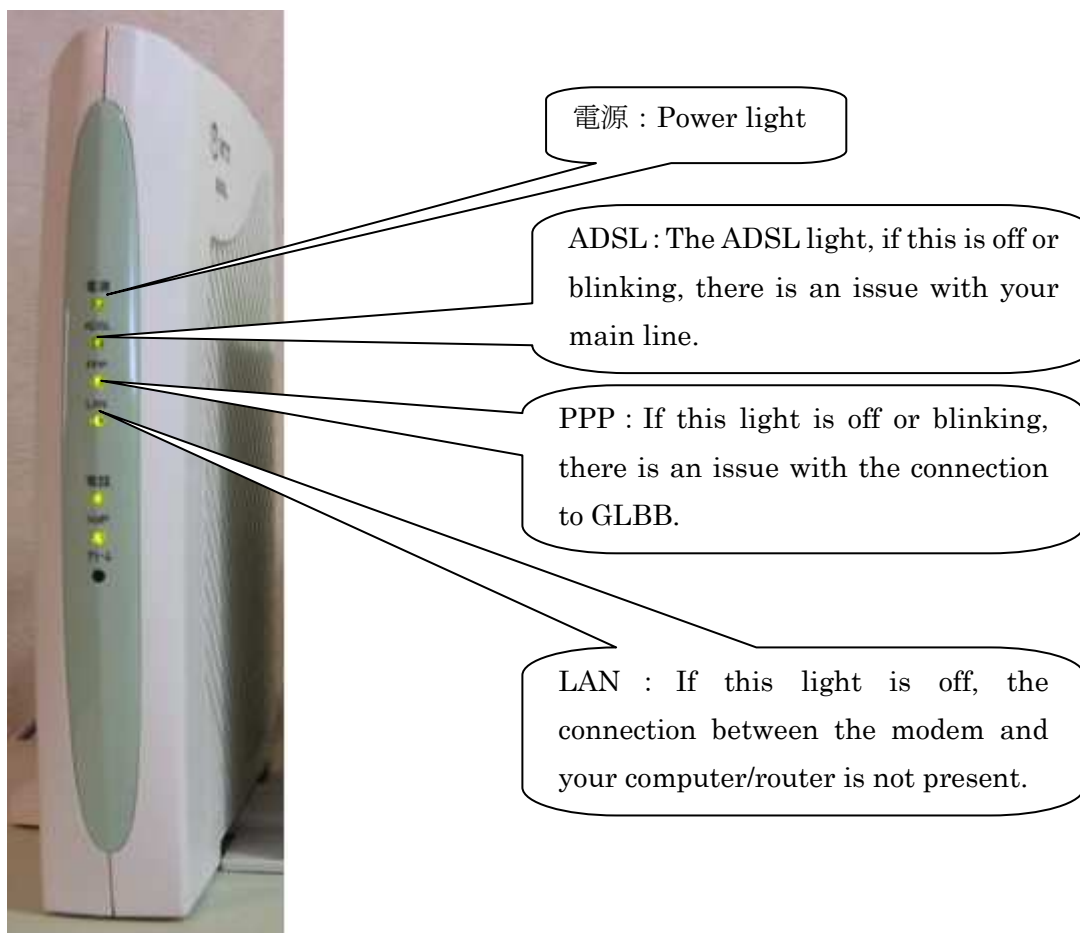


## Things to check if your internet service is not working

### ADSL:

- Check the lights on the front of the modem. The top 4 lights will tell you everything you need to know about the connection.



- If the ADSL light or PPP light are off, please contact our office.
- If the LAN light is off, please check whatever piece of equipment is directly connected to the LAN port on the back of the modem and check if the cables are plugged in and if the equipment is turned on.
- If the 電源 light (power light) is off, make sure that the ADSL modem is plugged into a working electric outlet.

## Hikari Premium

- Check the lights on the front of the ONU modem. This is the modem that has the fiber line directly connected to it.



- This modem should have 4 green lights on. If the top light (認証) and the third light (光回線) are off, contact our office.
- If the UNI light is off, please check the connection between the ONU and the CTU (the router that NTT installed along with this modem) and make sure the power is turned on.
- If all four lights are on and you still cannot get to the internet, you can check if the connection is active or not by logging into the router. You can do this by accessing the following URL: <https://ctu.fletsnet.com>



Check the box to the right of the box that says GLBB, if there are kanji (接続中) then your connection is active, if not, press the button to the far right. If you get red writing back, then there is an error with the connection. If you cannot even access this page at all, there is also an issue with the line. In either case, contact our office for support.

## Hikari Next 200Mbps / 1G

- Check the lights on the front of the modem that was installed at your house.



- Both of these modems should have 4 green lights on. If the top light (確認) and the third light (光回線) are off, contact our office.
- If the UNI light is off, please check the connection between the ONU and the computer/router.
- If all four lights are on and you still cannot get to the internet, if you have a wireless router, reset the power to your router and when it boots up again, try the connection one more time.
- If it is still not working, please contact our office.