Optical Network Terminal (ONT) User Guide

Updated April 2021

seethelight from Sky uses fibre to bring you high-speed internet and therefore uses some equipment you may not be familiar with.

This guide demonstrates a typical equipment layout to get the best out of your internet, and how to check the status of your equipment.
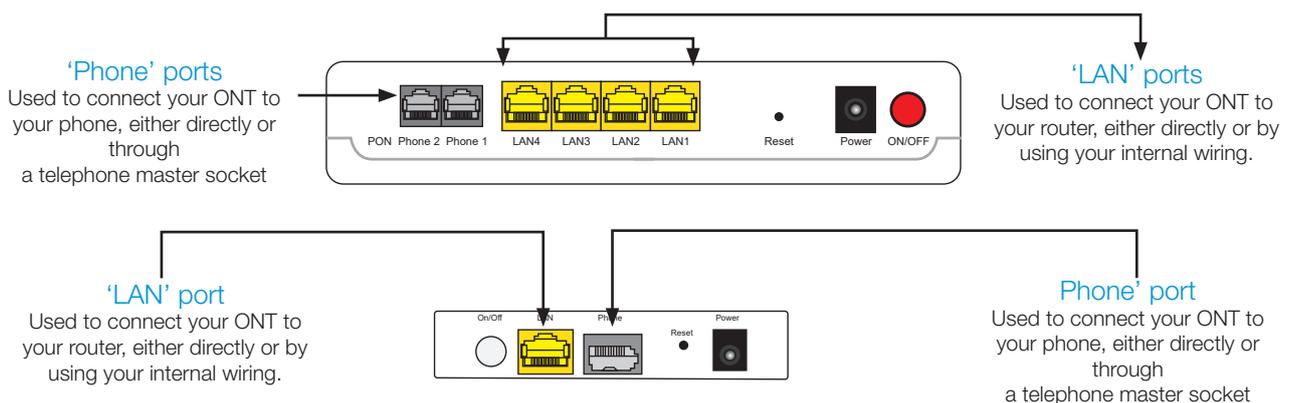
Your fibre equipment

Installed within your property is an Optical Network Terminal (ONT) - this is where the fibre enters your home.

The ONT can connect to your router to provide you with broadband, and your telephone for voice services.

The colour, model and location of your ONT may vary, however all you need to know are a few simple things...

Ports you will find on your ONT

Below we show two basic ONT types, but layout and colour of ports will vary depending on your actual model.

'Phone' ports
Used to connect your ONT to your phone, either directly or through
a telephone master socket

PON Phone 2 Phone 1   LAN4 LAN3 LAN2 LAN1   Reset   Power ON/OFF

'LAN' ports
Used to connect your ONT to your router, either directly or by using your internal wiring.

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On/Off   LAN   Phone   Reset   Power

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Battery Backup Unit (BBU)

If you have a BBU installed, this will keep your ONT powered for up to 1 hour in the event of a power outage. This will allow you to continue to make and receive calls, including to the emergency services.

Always check your BBU is plugged in correctly and the lights are on. If the AC or OUTPUT lights are not glowing, call your internet service provider.

The lights on your ONT

Your ONT has several lights which identify its status. These lights can be useful to help you troubleshoot problems with your connection.

If your service is not working then please check the lights on your ONT. If there are no lights illuminated, please check the power connection.
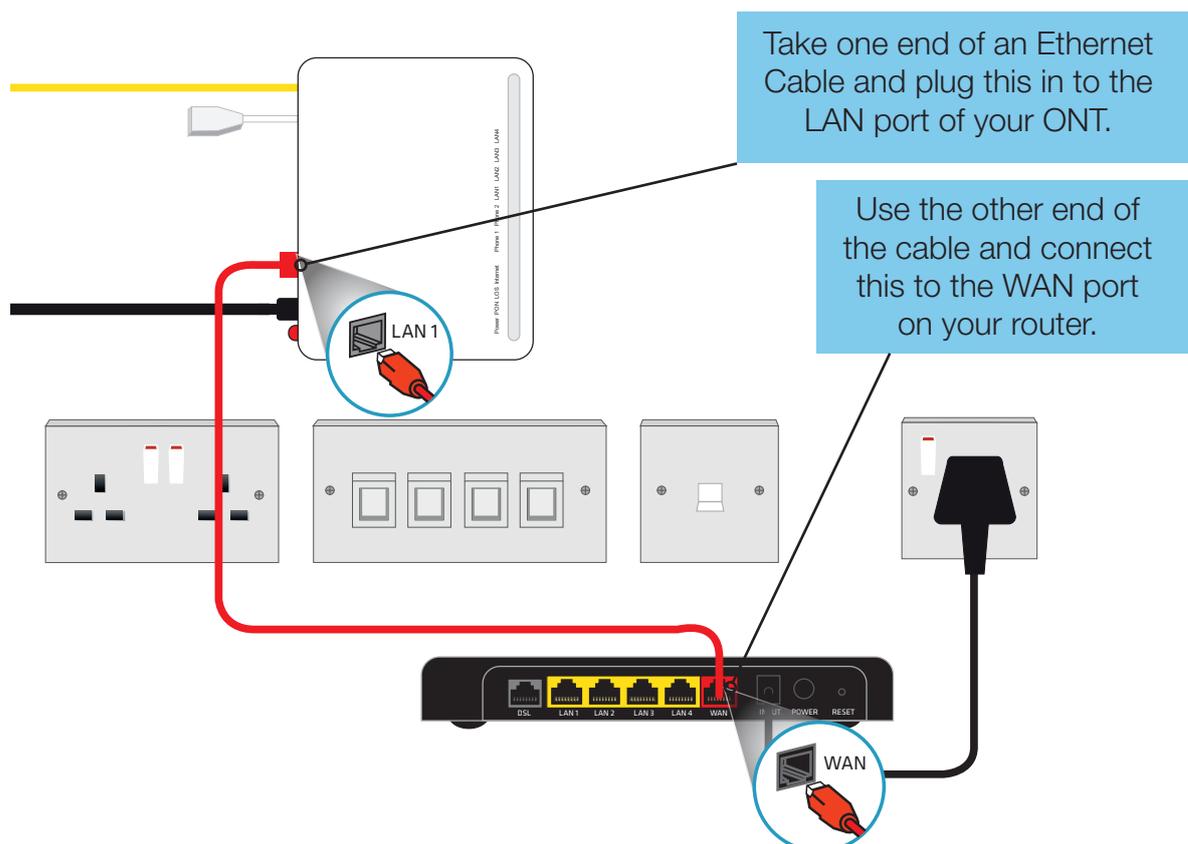
The ONT light names vary depending on the ONT model installed.

Light Name	Status	Description
PON, LINK, AUTH, WAN, PON, LOS,	OFF or flashing	Network issue Please contact seethelight from Sky

Connecting your ONT to your router*

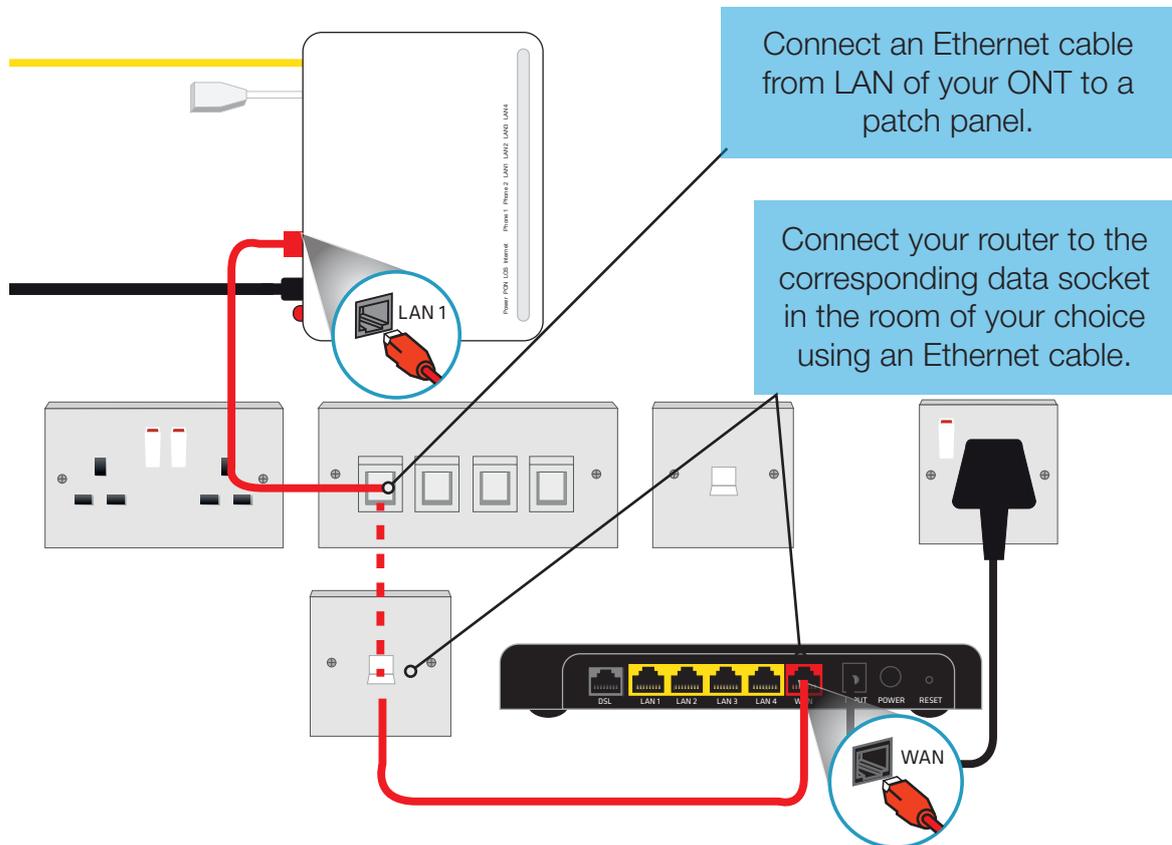Direct connection from your ONT to your router

Take one end of an Ethernet Cable and plug this in to the LAN port of your ONT.

Use the other end of the cable and connect this to the WAN port on your router.

LAN 1

WAN

*The router colour and model may vary

Connection from your ONT to your router using your internal wiring

If your property has internal wiring, you may be able to connect devices to the internet using this, or use it to relocate your router into a room of your choice.

Connect an Ethernet cable from LAN of your ONT to a patch panel.

Connect your router to the corresponding data socket in the room of your choice using an Ethernet cable.

LAN 1

DSL   LAN 1   LAN 2   LAN 3   LAN 4   WAN   INPUT   POWER   RESET

WAN

Connection from your ONT to your phone using your internal wiring

Phone

Connect a patch cable between the phone port on your ONT and the master socket.

Connect your phone into a telephone port in your property.