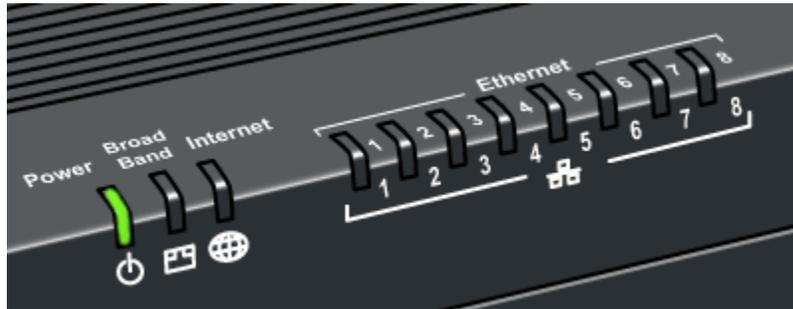# Troubleshooting the Actiontec R1408 Wired Router

You can use the Power, Internet, and Ethernet lights on the front panel of the Actiontec router to help diagnose home networking connectivity problems. Follow the steps below to diagnose and test the possible solutions for any connectivity problems you are experiencing.

1. Is the Power light illuminated?

- **Light is green**: The Actiontec router power is on. Go to Step 2.

- **Light is not solid green**: The router isn't getting power.

- **Light is red**. The router has experienced a critical error. Please call FiOS Solutions Center at 888-553-1555.

2. Is the Internet light illuminated?
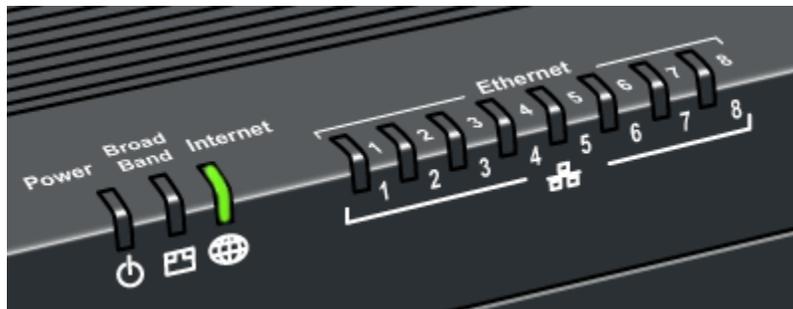
- **Light is green**: The connection between your Actiontec router and Verizon Online is established. Go to Step 3.

- **Light is off**: No connection is established between your router and the Verizon FiOS service.

- **Light is amber**. The router is connected to the ONT (Optical Network Terminator) but it can't be authenticated. Please call the FiOS Solutions Center at 888-553-1555.

3. Is the Ethernet Broad Band (WAN) light illuminated?
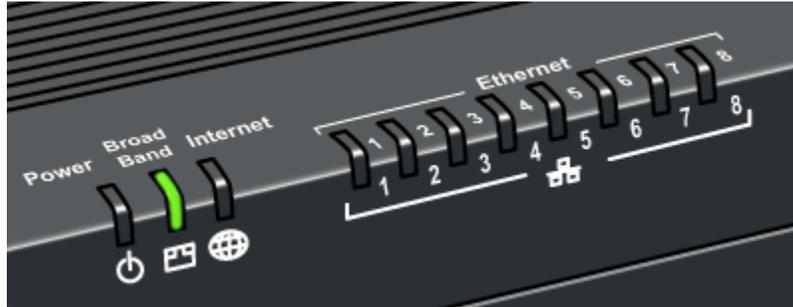
- **Light is green**: The connection between your Actiontec router and the Internet is established. Go to Step 4.

- **Light is off**: Your router is unable to connect to the Internet.

4. If the Actiontec router is connected to your computer using an Ethernet cable, are any Ethernet lights illuminated (E1, E2, E3, or E4)?

- **Light for the port where a cable is connected is green**: The Ethernet connection between the router and the computer or network device is established. Go to Step 5.

- **Light for the port where a cable is connected is off**: No link is established between the Actiontec router and your computer or network device.

5. Reboot your computer by turning it off, waiting for 45 seconds, and then turning it back on. Re-check your router lights.

6. Disconnect all networked computers and restart the computer connected to the router. Reconnect the other computers one-by-one to isolate the problem.

Support Documents

Using the Power Light to Troubleshoot the Actiontec R1408 Router

1. Power light is off

    - The router isn't getting power.

    - Confirm that the power switch on the back panel of the router is in the "on" position.

    - If the Power light is still not green, check the connection between the power cord and the back of the Actiontec router.

    - Check the green light on the power plug that is connected to the electrical outlet or power strip. If the light isn't illuminated, remove the power plug and plug it back in securely until the green light is illuminated

    - If the green light on the power plug is illuminated, the power switch is "on," but the Power light on the front panel of the router isn't illuminated, please contact the FiOS Solutions Center at 888-553-1555.

2. Power light is flashing red

    - The router is initializing. If the Power light doesn't display steady green after a minute, turn off the power switch on the back panel of the Actiontec gateway for 45 seconds and then turn it back on.

3. If the power light is now solid green but you can't connect to the Internet, continue with .

Using the Internet Light to Troubleshoot the Actiontec R1408 Router

1. The most common cause of a lost connection to your FiOS service is a bad connection between the router and your FiOS wall connection.

   - Check the connection where the Ethernet cable connects to the WAN port on the back of the Actiontec router.

   - Check connection where the same Ethernet cable connects to your FiOS wall connection.

2. If the Internet light still isn't illuminated, there may be a service outage in your area. If you have a mobile phone with Internet access, you can enter **http://cgi.verizon.net/systemstatus/default.asp?template=central** to display the Verizon System Status page.

3. If the Internet light isn't illuminated and there is no service outage, continue with Step 3.

Using the Broad Band Light to Troubleshoot the Actiontec R1408 Router

1. Verify that your Ethernet cable connection to the Ethernet WAN port on the back panel of the router is secure.

2. Check the connection where the Ethernet cable connects to your FiOS connection.

3. If the Ethernet WAN light is now illuminated but you can't connect to the Internet, continue with Step 4.

4. If the Ethernet Broad Band light remains off, contact the FiOS Solution Center at 888-553-1555.

Using the Ethernet LAN lights to troubleshoot the Actiontec R1408 router

An Ethernet light should be illuminated for each port (1-4) where you have an Ethernet cable connected. If you have an Ethernet cable plugged into a port that does not have its light illuminated, follow the steps below to diagnose the problem.

1. Plug the yellow Ethernet cable into a different available Ethernet port in the back of the router.

2. If the Ethernet light is still off, verify that you plugged the other end of the Ethernet cable securely into the Network Interface Card (NIC) in your computer.

3. If the Ethernet light is still off, use Windows Device Manager to verify that your NIC is working correctly.

4. If the Ethernet light is now illuminated but you still can't connect to the Internet, continue with Step 5.

5. If the Ethernet light remains off, contact the FiOS Solutions Center at 888-553-1555.