

Calix 716GE-I

Calix P-Series 716GE-I Indoor ONT Optical Network Terminal User Manual

Model: 716GE-I

1. INTRODUCTION

The Calix P-Series 716GE-I is an Indoor Optical Network Terminal (ONT) designed to provide high-speed fiber optic connectivity for residential and business environments. This device acts as the demarcation point between the fiber optic network and your internal network, offering multiple Ethernet ports for data services and phone ports for voice services. This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your 716GE-I ONT.

2. PRODUCT OVERVIEW

2.1 Key Features

- Four (4) Gigabit Ethernet (LAN) ports for high-speed data connectivity.
- Two (2) Voice (Phone) ports for traditional telephone services.
- Optical Fiber Port for connection to the fiber optic network.
- Compact indoor design.
- WPS (Wi-Fi Protected Setup) feature (Note: This device is an ONT, not a Wi-Fi router. WPS functionality may refer to a related feature or be a general specification for Calix devices).
- Managed via Calix OS and App control.

2.2 Physical Description: Ports and Indicators



Figure 1: Front and side view of the Calix 716GE-I ONT, highlighting the indicator lights for Power, CPU, WAN, Phone, and LAN ports.



Figure 2: Top view of the Calix 716GE-I ONT, showing the indicator lights and a caution label for Class 1 Laser Product near the fiber input.



Figure 3: Rear view of the Calix 716GE-I ONT, displaying the four LAN ports, two Phone ports, Reset button, and Power input.



Figure 4: Rear-side view of the Calix 716GE-I ONT, providing a clearer look at the port layout and the fiber optic connection area, which is typically covered or managed by a service technician.



Figure 5: Bottom view of the Calix 716GE-I ONT, showing the product label with model number, serial number, MAC address, and regulatory compliance information. This information is crucial for support and device registration. For more product details, visit: [Calix Product Information](#).

LED Indicators:

- **POWER:** Indicates the power status of the ONT.
- **CPU:** Indicates the operational status of the ONT's central processing unit.
- **WAN:** Indicates the status of the fiber optic connection to the Wide Area Network.
- **PHONE (1, 2):** Indicates the status of the voice service lines.
- **LAN (1, 2, 3, 4):** Indicates the status of the Ethernet connections to local devices.

3. SETUP

3.1 Safety Precautions

WARNING: This product contains a Class 1 Laser. Do not look directly into the optical port or fiber optic cable ends when the device is powered on, as this can cause eye damage. Fiber optic connections should only be handled by qualified service technicians.

3.2 Placement

Place the ONT in a central location within your premises, away from direct sunlight, heat sources, and moisture. Ensure adequate ventilation around the device. Avoid placing it near large metal objects or appliances that may cause interference.

3.3 Connecting the ONT

- Fiber Optic Connection:** The fiber optic cable (typically a thin, yellow or blue cable) should already be connected to the ONT by your service provider. *Do not attempt to connect or disconnect the fiber optic cable yourself unless instructed by a qualified technician.*
- Power Connection:** Connect the provided power adapter to the "POWER" port on the rear of the ONT and then plug the adapter into a standard electrical outlet. The POWER LED on the front of the ONT should illuminate.
- Ethernet Devices:** Connect your computers, routers, or other network devices to the "LAN 1-4" ports using standard Ethernet cables. The corresponding LAN LED will illuminate when a connection is established.
- Telephone Devices:** If you have voice services, connect your analog telephones or fax machines to the "PHONE 1" or "PHONE 2" ports using standard RJ-11 telephone cables. The PHONE LED will illuminate when the service is active.

Allow a few minutes for the ONT to power on and establish a connection with the network. The WAN and CPU LEDs should eventually turn solid, indicating a successful connection.

4. OPERATING

4.1 Understanding LED Indicators

LED Name	Status	Description
POWER	Solid Green	The ONT is powered on and operating normally.
	Off	The ONT is not receiving power.
CPU	Solid Green	The ONT's CPU is functioning correctly.
	Flashing Green	The ONT is booting up or processing.
	Off	CPU error or device not powered.
WAN	Solid Green	The ONT has successfully established a connection to the fiber optic network.
	Flashing Green	The ONT is attempting to establish a connection to the network.
	Off	No fiber signal detected or connection issue.
PHONE (1, 2)	Solid Green	Voice service is active and available.
	Flashing Green	Phone line is in use (off-hook).
	Off	Voice service is not active or phone is on-hook.
LAN (1-4)	Solid Green	A device is connected to the corresponding LAN port and is active.
	Flashing Green	Data activity is occurring on the corresponding LAN port.
	Off	No device is connected or the connected device is inactive.

5. MAINTENANCE

5.1 General Care

- Keep the ONT in a clean, dust-free environment.
- Do not block the ventilation openings on the device.
- Avoid exposing the ONT to extreme temperatures, humidity, or direct sunlight.
- Do not drop or subject the ONT to strong impacts.

5.2 Cleaning

To clean the exterior of the ONT, use a soft, dry cloth. Do not use liquid cleaners, aerosol cleaners, or solvents, as these may damage the device. Ensure the device is unplugged from the power source before cleaning.

6. TROUBLESHOOTING

If you experience issues with your Calix 716GE-I ONT, refer to the following common troubleshooting steps. If the problem persists, contact your internet service provider for assistance.

6.1 No Power (POWER LED Off)

- Ensure the power adapter is securely connected to the ONT's POWER port and the electrical outlet.
- Verify that the electrical outlet is functional by plugging in another device.
- Try a different power outlet.

6.2 No Internet Connection (WAN LED Off or Flashing)

- Check if the fiber optic cable is securely connected to the ONT. *Do not attempt to re-seat the fiber cable yourself. Contact your service provider.*
- Restart the ONT by unplugging the power adapter, waiting 30 seconds, and then plugging it back in.
- If the WAN LED remains off or continues to flash after restarting, there may be an issue with the fiber signal from your service provider. Contact them for support.

6.3 No LAN Connectivity (LAN LED Off)

- Ensure the Ethernet cable is securely connected between the ONT's LAN port and your device (e.g., computer, router).
- Try a different Ethernet cable.
- Connect your device to a different LAN port on the ONT.
- Restart both the ONT and the connected device.

6.4 No Phone Service (PHONE LED Off)

- Ensure your telephone is properly connected to the PHONE 1 or PHONE 2 port.
- Check if the phone line is working by testing with another phone or by calling your number from a mobile phone.
- Restart the ONT.
- If the issue persists, contact your service provider.

6.5 Reset Button

The ONT features a recessed "RESET" button on the rear panel. Pressing this button with a paperclip or similar pointed object for a short duration (less than 5 seconds) will typically restart the device. Holding it for a longer duration (e.g., 10-15

seconds) may restore factory default settings. **Use the factory reset function only if instructed by your service provider, as it will erase all custom configurations.**

7. SPECIFICATIONS

Feature	Detail
Model Name	Calix 716GE-I
Manufacturer	Calix
Connectivity Technology	Optical Fiber Port
Number of Ports	4 (LAN) + 2 (Phone)
Frequency Band Class	Single-Band (refers to optical signal, not Wi-Fi)
Special Feature	WPS (Wi-Fi Protected Setup) - <i>Note: This feature may be for compatibility with other Calix devices or a general specification. The 716GE-I is an ONT, not a Wi-Fi router.</i>
Compatible Devices	Laptop, Personal Computer, Smartphone, Tablet (via connected router/switch)
Operating System	Calix OS
Control Method	App (likely referring to service provider management apps)
Color	Black
Item Weight	2 pounds
Package Dimensions	10 x 6 x 3 inches
Date First Available	February 22, 2017

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The Calix 716GE-I ONT is typically provided by your internet service provider (ISP) as part of their service. Warranty coverage for this device is generally handled directly by your ISP. Please refer to your service agreement or contact your ISP for specific warranty terms and conditions.

Note: The product label may indicate "LIFETIME [LOGIC]" which refers to the expected operational lifespan of the internal components under normal conditions, not necessarily a consumer warranty.

8.2 Technical Support

For technical assistance, troubleshooting, or service-related inquiries regarding your Calix 716GE-I ONT, please contact your internet service provider (ISP). Your ISP is responsible for the installation, configuration, and ongoing support of the ONT as it is an integral part of their network infrastructure.

You may also find general product information and resources on the official Calix websitewww.calix.com.

Related Documents - 716GE-I

	<p>Calix GigaSpire Safety and Regulatory Statements</p> <p>Comprehensive safety, regulatory compliance, and environmental information for the Calix GigaSpire wireless broadband terminal, including FCC, Industry Canada, and EU directives, WEEE, and RoHS compliance.</p>
	<p>Calix GigaSpire BLAST u10xe Installation Guide</p> <p>A comprehensive installation guide for the Calix GigaSpire BLAST u10xe, detailing setup, configuration, and troubleshooting for optimal home network performance.</p>
	<p>Calix Systems Management Integration Guide for Brightspeed</p> <p>This guide details the integration of Calix Systems Management (SMx) and Calix Cloud with Brightspeed's network for service lifecycle, assurance, and fault management. It covers API conventions, provisioning, service creation, modification, deletion, and performance monitoring.</p>
	<p>Calix GigaPro GPR2032H Installation Guide - Outdoor Wi-Fi 6E System Setup</p> <p>This installation guide provides comprehensive instructions for setting up the Calix GigaPro GPR2032H Outdoor Hardened Wi-Fi 6E System. Learn about planning, site preparation, installation, and troubleshooting for enhanced outdoor network coverage.</p>
	<p>Calix GigaPro GPR2032H Installation Guide</p> <p>Official installation guide for the Calix GigaPro GPR2032H Hardened Wi-Fi System. This document details setup, configuration, and best practices for deploying this outdoor Wi-Fi 6E device for residential and small business networks.</p>
	<p>Calix DPx-R21.3.1 Release Notes: New Features, Enhancements, and Resolved Issues</p> <p>This document details the new features, enhancements, and resolved issues in Calix DPx-R21.3.1, including support for various AXOS and ONT systems, provisioning capabilities, and interoperability with other Calix products. It also outlines known issues and troubleshooting tips.</p>

