

What to do if the router's fiber optic cable is showing a red error



Overview

In many cases, checking connections, inspecting the Fiber cable, and restarting the ONT will restore service quickly.

Key Takeaways

A red LOS (Loss of Signal) light on your fiber router indicates your router is not receiving the optical signal, often due to cable issues, power problems, or ISP outages. Immediate Steps to Troubleshoot

- Check for ISP Outages Before inspecting your equipment, verify if your Internet Service Provider is experiencing a local outage. Check their website, social media, or customer support updates, as a service disruption can cause the LOS light to turn red .
- Inspect the Fiber Optic Cable Examine the fiber cable for any visible damage, sharp bends, or kinks. Ensure the cable is securely connected to the router or Optical Network Terminal (ONT). Avoid bending or pulling the fiber, as it is delicate and can easily break .
- Check All Connections Confirm that the power adapter, LAN cables, and fiber connectors are firmly seated. Loose or improperly connected cables are a common cause of signal loss .

- **Power Cycle the Router/ONT** Turn off the router or ONT, unplug it from the power source, wait 20–30 seconds, then reconnect and power it back on. Allow a few minutes for the device to fully boot and check if the LOS light turns green .
- **Reseat the Fiber Connector** If you are comfortable, gently disconnect and reconnect the fiber connector to ensure a proper connection. Do not force it, and avoid bending the fiber sharply .

When to Contact Your ISP or Technician

- If the LOS light remains red after performing the above steps, the issue may be on the line-side or with the ISP's network.
- If multiple neighbors or users in your area experience the same problem, it likely indicates a broader network issue .
- Avoid attempting to repair the fiber cable yourself if it appears damaged; a professional technician should handle physical fiber repairs to prevent further damage.

Additional Tips

- Keep the router and ONT in a stable, dry location with minimal movement.
- Avoid using damaged surge protectors or unstable power sources, as power fluctuations can affect the router's ability to maintain a signal .
- Regularly check for firmware updates from your ISP, as some red light issues can be related to software glitches. By following these steps, you can often restore your fiber internet connection safely and determine whether the problem requires professional intervention.

Article Content

LOS Red Light on Router/ONT: What It Means & How to Fix

In many cases, checking connections, inspecting the Fiber cable, and restarting the ONT will restore service quickly. If

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The other end of this cable should be plugged into the active wall jack or indoor fiber terminal. Make sure the power cord is firmly

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Plug the cable in to both switches and turn the ports on. Do a: show interface EthX/Y transceiver detail You should get back some

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