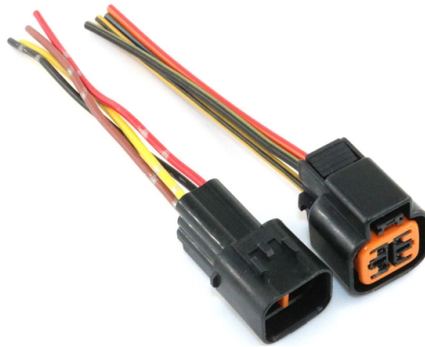


The fiber optic light on the telecom router is red



Overview

What does it mean if the light on my router is red?

If the light on your router is still red, open your router's app on your phone and follow the direction.

Key Takeaways

A red LOS (Loss of Signal) light on your fiber optic router indicates that the router is not receiving a proper optical signal from your ISP. What the Red LOS Light Means

The red LOS light signals a Loss of Signal, meaning your router or Optical Network Terminal (ONT) cannot communicate with your Internet Service Provider (ISP) through the fiber connection. This is different from Wi-Fi or LAN issues; it specifically points to a problem with the fiber signal itself, which can result in complete internet loss even if the router's power light is on .

Common Causes

- **Fiber Cable Damage:** Physical cuts, sharp bends, or crushed fiber cables can interrupt the signal .
- **Loose or Improper Connections:** The fiber patch cord may be loosely connected or the connectors may be dirty or damaged .
- **Service Outage:** ISP maintenance or local network issues can temporarily cut the signal .

- **Faulty Router or ONT:** Malfunctioning hardware can prevent signal reception .
- **Power Issues:** Fluctuations or insufficient power to the router or ONT may cause the LOS light to turn red .

Troubleshooting Steps

- **Check for ISP Outages:** Visit your ISP's website or social media pages to see if there is a known service disruption .
- **Inspect the Fiber Cable:** Look for visible damage, ensure the cable is properly seated in the WAN/ONT port, and avoid sharp bends .
- **Restart the Router/ONT:** Power off the device, wait 20–30 seconds, then power it back on. Sometimes a single restart can restore the signal .
- **Secure Connections:** Confirm that all cables, including power, LAN, and fiber, are firmly connected .
- **Check Nearby Users:** If neighbors are also experiencing outages, the issue may be on the ISP's side, requiring a service call .

When to Contact Support

If the red LOS light persists after checking connections and restarting the router, it is likely a fiber cut, connector issue, or line-side fault that requires professional intervention. Provide your ISP with your location, router details, and a photo of the red light to help them diagnose the problem quickly . Following these steps can help you determine whether the issue is local or ISP-related and may restore your internet without needing immediate technician support.

Article Content

Red warning for fiber optic cables on telecom routers

If the LOS light is blinking red on your fiber router or ONT, it usually means Loss Of Signal. This guide explains the meaning,

Why is My PON Red?

If you're seeing a red PON (Passive Optical Network) light on your internet modem or router, it's a clear sign that

LED Indicators on a Fiber Router: What Do They Mean?

Understanding LED Indicators on a Fiber Router Let's break down what the common LED lights on a fiber router mean and how they

How To Fix A Red LOS Light On Your WiFi Router Or ONT – What Is

To fix a red LOS light on your router/ONT, start by checking that the fiber patch cord is firmly clicked into the ONT's

Fiber ONT Troubleshooting

An optical network terminal (ONT) is a device that converts fiber-optic light signals from your internet service provider

What Do the Lights on My Fiber Equipment Mean?

Not sure what the lights on your fiber equipment mean? This guide explains each status light and how to troubleshoot common issues.

My Optical Light is flashing, has gone off or has gone red

If you find that the Optical/Config/PON Light on your Fibre ONT (Optical Network Terminal) box is flashing, has gone

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If the optical fiber indicator light is the home broadband indicator light, and it shows normally, it means that the

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On your router or ONT, the PON light shows whether your fiber connection is working properly. A solid green light usually means the

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ONT box (Optical light-red) also red on my router. Unplugged and plugged in the power to reboot but still red. Gotta wait until

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A red LOS (Loss of Signal) light on a fiber modem indicates no optical signal reception, often due to fiber cable damage or loose

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