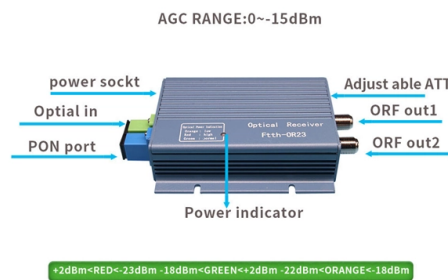


Fiber optic connection to the internet using a router is not working



Article Overview

If your fiber optic internet connection to the router is not working, the issue could be due to cable damage, ONT/router problems, or configuration errors.

Step 1: Check Physical Connections

Ensure that the fiber optic cable is properly connected from the wall outlet to the Optical Network Terminal (ONT) and from the ONT to your router using an Ethernet cable. Inspect the fiber cable for visible damage, sharp bends, or loose connectors, as even minor physical issues can disrupt the signal . Clean the connectors with lint-free wipes and isopropyl alcohol to remove dust or oil .

Step 2: Power Cycle Devices

Turn off the ONT and router, wait for 1-2 minutes, and then power them back on. Allow the devices a few minutes for the status lights to stabilize. This simple step often resolves temporary glitches .

Step 3: Verify Router and ONT Compatibility

Ensure your router supports fiber input, typically via an SFP or WAN port labeled "ONT" or "Fiber" . If using an older router, consider updating its firmware or replacing it with a compatible model

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Fiber-optic communication

Optical fiber is used by many telecommunications companies to transmit telephone signals, internet communication, and cable

Contact Us

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