

Why can't I plug or unplug the fiber optic cable from my router



Overview

The most common causes of this are loss of power to the fiber terminal (ONT) or an unplugged network cable. The other end of this cable should be plugged into the active wall. This guide outlines proper methods to safely remove fiber optic cable from modems in your home or office. As an experienced technology writer who has covered broadband advancements for over a decade, I aim to provide readers with trustworthy instructions endorsed by industry experts. If the status light ring is off (no color), it means your router is not connected to the network. The. Before troubleshooting your ONT, we recommend checking for an outage in your area and restarting your router. If that does not resolve your internet issue, you can follow these instructions to check the power to, or restart, your ONT.



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Fiber troubleshooting

Once connected, the status light on the front of the modem will be solid green. If the status light ring is off (no color), it means your router is not connected to the network. The most common causes of this ...

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