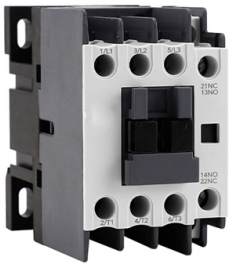
If the fiber optic cable is disconnected you need to restart the router



Overview

Troubleshoot your Fiber Jack effortlessly with our guide. Learn how to find and reset it for optimal internet performance and stay connected.

Key Takeaways

Restarting your fiber optic router is often the quickest way to restore your internet connection after a cable disconnection. Step 1: Check the Fiber Optic CableBefore restarting, inspect the fiber optic cable for any visible damage, bends, or fraying. Ensure it is securely connected to the router's WAN/ONT port.

Loose or damaged connections can prevent the router from detecting the signal properly, causing the LOS (Loss of Signal) light to blink red. Step 2: Power Cycle the RouterTurn off the router using the power button or unplug it from the power source. Wait at least 30 seconds to 1 minute to allow the device to cool and clear its memory cache.

Plug the router back in and turn it on. Wait up to 5 minutes for the router to fully reboot and for the lights to stabilize. This simple restart often resolves most connectivity issues caused by temporary signal loss or router glitches.

Step 3: Reset the Router (If Restart Fails)If the LOS light remains red or the internet does not return: Locate the reset button on the back or underside of the router. It is usually a small recessed hole. Use a paperclip or pin to press and hold the reset button for 10–30 seconds until the router restarts and the lights blink.

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Release the button and wait for the router to fully reboot. Reconfigure your network settings, including Wi-Fi name and password, if necessary. Step 4: Contact Your ISPIf the problem persists after checking the cable, restarting, and resetting the router, contact your Internet Service Provider.

Provide details about the LOS light status, cable condition, and any troubleshooting steps you have already performed.

Preventive Tips

Handle fiber optic cables carefully to avoid bends or breaks. Use a UPS to protect the router from power fluctuations. Keep the router in a ventilated area to prevent overheating.

Regularly check cables and update router firmware to maintain stable performance [6]. Following these steps should help restore your internet connection efficiently after a fiber optic cable disconnection.

Article Content

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