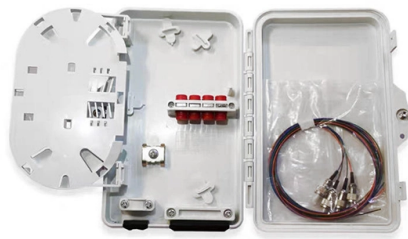


How to fix a router when fiber optic cable isn't coming in



AI Overview

Most home routers cannot accept a fiber optic cable directly; you typically need an Optical Network Terminal (ONT) to connect fiber to your router. Check Router Compatibility Most home routers do not have a direct fiber input. Only routers with an SFP port or labeled "Fiber"/"ONT" can accept a fiber optic cable directly. If your router lacks this port, attempting to plug in the fiber cable will not work. Use an Optical Network Terminal (ONT) Fiber connections usually require an ONT, which acts as a bridge between the fiber line and your router. Steps include: Connect the fiber cable from the wall outlet to the ONT. Power on the ONT and wait for the status lights to stabilize. Use an Ethernet cable to connect the ONT's LAN port to your router's WAN port. Power on the router and check for connectivity. Inspect the Fiber Cable and Connectors Fiber cables are fragile and require careful handling: Ensure the cable is not bent sharply or damaged. Clean the connectors with a lint-free wipe and isopropyl alcohol to remove dust or oil. Verify that the connector type (SC/APC or SC/UPC) matches the ONT or router port. Troubleshoot Configuration Issues If the physical connection is correct but the router still cannot connect: Confirm the ONT is powered and the ISP service is active. Check that your router's WAN settings match your ISP requirements (static IP, dynamic IP, or PPPoE). Restart the ONT and router to resolve temporary glitches. Update firmware on both the router and ONT if available. Seek ISP Assistance If the connection still fails after following these steps, the issue may be on the ISP side, such as service activation or configuration mismatches. Contact your ISP for guidance and verification. By ensuring router compatibility, using an ONT, inspecting cables, and verifying configuration, you can resolve most issues preventing a fiber optic cable from connecting to your router.

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