

The fiber optic cable cannot be unplugged from the router port



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. However, situations may arise requiring you to disconnect these specialized cables from modems or routers. Fiber optic cables are different from traditional copper cables, as they use light to transmit data, and the connectors are more sensitive. Here is a. This light will show whether the router is receiving an optical signal through the fibre cable coming into your house. This should be green during normal use. Is this something that requires a Verizon support tech or can I do it?

If so is it as simple as disconnecting and reconnecting or would I have to call support to "reinitiate" my setup. If the fiber patch cord is broken, you can replace it with a new cord.

Article Content

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Locate the optical network (PON) port on your router. Inspect the PON cable for make sure that it is correctly connected to the router. Check that the PON cable is free from damage or ...

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Check the green fibre optic cable is connected to the ONT properly. Be very careful handling the cable as the fibre is delicate and can be damaged if not handled carefully.

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The little screw you circled can be unscrewed at which point the black door that keeps the fiber cable in place can be rotated back (it's hinged) and you can unplug the fiber cable (which snaps ...

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The fiber optic cable is very sensitive to mechanical torsion and should never be bent too tight. Loose coils are fine. If the fiber patch cord is broken, you can replace it with a new cord.

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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Contact Us

For more information, pricing, or custom solutions, please contact us:

Website: <https://automationauthoritysolar.co.za>

Email: info@automationauthoritysolar.co.za

Phone: +27 82 547 3961

Address: 15 Quantum Street, Technopark, Centurion, 0157, South Africa

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