

Terminal box LOS light is on red

Preview

A red LOS light indicates that the modem has lost its connection to the fibre network, often due to service outages or physical line faults. When it's green and steady, everything is fine. However, when it blinks red or stays solid red, it signifies a Loss of Signal, a problem preventing your router from communicating. Had FTTP since 4th Aug and it's been rock solid until this evening. First noticed the SH2 flashing purple and lastly moved a unit out the way to get a good view of the Openreach modem. I've also restarted this box a few times but it is still red. What do I do next to fix it or how can I report it? What's this? 28 Feb 2025 09:51 PM Posted by a Superuser, not a Sky. Red light means LOS (Loss of Signal) on your fiber connection. Need to reach out to your ISP and have them diagnose signal loss Did you try turning it off and on again? Good old INACT ONT alarm.

The red light on my ONT (Optical Network Terminal) was indicating a loss of signal (LOS), and I was unable to access the internet. After troubleshooting the issue, I found that the

The router is unable to connect despite restarting etc but I can see the LOS light on the open reach box is red. I've also restarted this box a few times but it is still red.

Hi folks, Could someone who is familiar with FTTP and the Openreach ONT please confirm that if the LOS light on the ONT is red then there is a fault somewhere in the network, or the

FTTP red los light hi! So after having fibre broadband for many years without a hitch, randomly today my broadband died and this los light appeared on the white openreach hub thing. I

Hello, I have just got home and have the red LOS light on the Openreach box, I have tried resetting the box numerous times and still the light comes back on. Is there someone who knows

Red light on the LOS of the BT fibre box. Who do I need to speak to to get it resolved? Had no WiFi for 3 days and going round in circle with the chat bot!

You can troubleshoot issues with your ONT using the lights by observing the pattern and color of the lights and comparing it to the user manual or documentation for your device.

My Internet went out last night and I checked my openreach ONT white box and it has a red LOS light on it, to which it didn't have before. Due to that, the Internet on my sky broadband is off

No Internet connection? Learn how to fix a LOS red light (or loss of signal) on your modem or router with

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these useful tips.

A red LOS light indicates that the modem has lost its connection to the fibre network, often due to service outages or physical line faults. Knowing this helps determine whether the issue is with

All LED lights will come on in at the moment the power is turned on, and the LOS lights turned red, while the rest remained green for 0.5s. Then the Power light remain green and all the other lights go out. In

Red LOS light is an external fault, meaning the fibre isn't lit. Unfortunately, resetting the boxes won't have any effect. It's an Openreach job and they are a law unto themselves.

If the lights on your ONT aren't showing the expected pattern (Power on, LOS off, PON on, LAN flashing), here's a quick troubleshooting checklist you can try before calling your ISP:

TBH, the LOS light being lit means the router lights are irrelevant, they must be in a fault status because the underlying network is in a fault

A red light on your modem typically means it can't detect an internet signal and can't connect. To fix this issue, you'll need to go through several troubleshooting steps.

"LOS" means "Loss of Signal", which means the high tech blinky light on the ISP end of the fiber stopped blinking, or the glass in between you and the blinky light is busted somewhere.

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