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What to do if there s no internet connection via fiber optic cable using a router



Overview

A router distributes this internet connection to multiple devices, either wirelessly or through Ethernet cables.

Key Takeaways

If your device shows no internet while connected to a fiber optic router, check your hardware, cables, router settings, and ISP status to restore connectivity.Check Your Fiber Equipment

Start with your Optical Network Terminal (ONT) or modem. Ensure the Power LED is on, the PON light is active, and the Alarm LED is not red. If any lights indicate a problem, power cycle the ONT by unplugging it for 30 seconds and reconnecting it. Verify that the Ethernet cable connecting the ONT to your router is securely plugged in and undamaged, as loose or frayed cables can prevent internet access .

Verify Router Settings

Log in to your router's management page and check the Internet IP address. If it shows 0.0.0.0, the router may not be communicating with the ONT. Restart both the modem and router in the correct order: power off both, wait one minute, power on the modem first, then the router. If your ISP requires a specific MAC address, clone your computer's MAC address to the router .

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Test Direct Connection

Connect a computer directly to the ONT using an Ethernet cable. If the internet works, the issue is likely with the router. If it still doesn't work, the problem may be with the ONT or your ISP .

Check for IP Conflicts and DNS

Ensure each device on your network has a unique IP address. If multiple devices share the same IP, connectivity issues can occur. You can also try setting a manual DNS server in your router or device settings to improve connectivity .

Inspect Physical Connections

Confirm all cables are properly seated and undamaged. For fiber, ensure the SPDIF module is snug in the PON port. Avoid using damaged Ethernet cables or extension cords that may affect power delivery .

Consider ISP Issues

Check if there is a service outage in your area by contacting your ISP or checking their status page. If neighbors are also affected, the problem is likely with the ISP .

Additional Steps
• Restart your devices and router to clear temporary glitches .

• Try connecting a different device to the router to isolate the problem.

• Reset network settings on your device and reconnect to the Wi-Fi network.
Following these steps systematically should help identify whether the issue is with your hardware, router configuration, or ISP, allowing you to restore internet access efficiently.

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