

No internet connection even when router is placed next to fiber optic cable

Article Overview

If your router is connected to a fiber optic cable but you have no internet, the issue is often due to configuration errors, IP/MAC conflicts, or modem/ONT setup problems.

Check Physical Connections and Device Status

Ensure that the fiber optic cable is securely connected to your ONT or fiber modem, and that the router is connected to the modem's WAN/Internet port. Inspect the fiber cable for visible damage, sharp bends, or loose connectors, and clean connectors with lint-free wipes and isopropyl alcohol if needed . Check the modem/ONT LEDs: the Power, PON, and Data LEDs should indicate normal operation; a red Alarm LED or no PON light signals a connectivity problem .

Verify IP and MAC Settings

Many ISPs lock internet access to a specific MAC address. If your router is new or replaced, you may need to clone your computer's MAC address onto the router . Also, check whether your router is set to Static IP or Dynamic IP. If your ISP provides a static IP, ensure all details (IP address, subnet mask, gateway, DNS) are correctly entered. If the router auto-detects dynamic IP incorrectly, manually configure it according to your ISP's instructions .

Restart and Test Devices

Power cycle your devices in the correct order:

- o Turn off the router and fiber modem/ONT.
- o Wait 30-60 seconds.
- o Turn on the modem/ONT first, wait until it fully initializes.
- o Turn on the router and reconnect your devices . Test internet access by connecting a computer directly to the modem/ONT via Ethernet. If there is still no connection, the issue may be ISP-side or modem configuration, not the router .

Additional Troubleshooting

- o Firmware Updates: Ensure your router and modem/ONT firmware are up to date to avoid compatibility issues .
- o LAN IP Conflicts: If your router's LAN IP range conflicts with the modem, change it (e.g., from 192.168.0.1 to 192.168.2.1), .
- o Check for Outages: Confirm with your ISP whether there is a service outage in your area .

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o Transceiver or Hardware Issues: If using a media converter or SFP module, test with a known-good unit . If all steps fail, contact your ISP technical support with your router and modem details, as some fiber connections require ISP-side provisioning or special configuration . Following these steps usually resolves most fiber-to-router connectivity issues.

In the product questions somebody even asks if fiber can plug in to the router and somebody said that no, the fiber will need to be

Despite multiple attempts, the Archer AX6000 v1.0 is unable to connect to the modem. The blue light on top of the

Sometimes, the link between your local network (managed by a router, hub, or modem) and the internet goes down.

I have multiple wired connections and wireless connections. This pc however does not work for ethernet all of a

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Fiber to the Home (FTTH) means the fiber-optic cable runs all the way from the provider's network directly to your

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However, even the most advanced fiber-optic networks can encounter issues that disrupt performance. This

Hier sollte eine Beschreibung angezeigt werden, diese Seite lässt dies jedoch nicht zu.

To identify why your fiber internet isn't working, it's important to establish where the connection problem is. In many cases, a fiber

But if something breaks down along the way--between the router and your ISP--you'll see full Wi-Fi bars but still have no internet

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The problem usually stems from a misconfigured network setting, a faulty device along the path (router, modem, or

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Is your Ethernet connected but no internet? In this guide, we'll decode the issue and provide simple solutions to get

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