



Fiber optic cable has internet access but no internet connection when connected to router

Article Overview

A fiber optic cable connected to a router may show no internet due to physical cable issues, ONT/router misconfiguration, or ISP-related problems.

Step 1: Check Physical Connections

Ensure the fiber optic cable is securely connected to the ONT (Optical Network Terminal) and the router's WAN port (often blue) rather than a LAN port . Inspect the cable for sharp bends, pinches, or visible damage and replace it if necessary. Clean the connectors with a lint-free wipe and isopropyl alcohol to remove dust or oil .

Step 2: Verify Indicator Lights

Check the ONT and router LEDs:

- o A red or flashing LOS (Loss of Signal) light indicates the fiber signal is interrupted .
- o Ensure the router's WAN/Internet light is on and stable. If not, try restarting both the ONT and router and wait 2-5 minutes for the connection to stabilize .

Step 3: Confirm Router Configuration

- o Access the router's admin panel via a browser (e.g., 192.168.1.1 or 192.168.0.1) and check the WAN settings.
- o If your ISP uses PPPoE, ensure the username and password are correctly entered and Auto Connect is enabled .
- o Update the router firmware to the latest version to avoid bugs or compatibility issues .

Step 4: Test with Another Device or Cable

- o Connect a device directly to the ONT via Ethernet to verify if the internet works. If it does, the issue may be with the router.
- o Swap the Ethernet cable between the ONT and router to rule out a faulty cable .

Step 5: Check for ISP or Local Outages

- o Confirm whether your ISP is experiencing outages in your area using their website, app, or customer support



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o If neighbors in your estate or complex are also affected, the problem may be external to your equipment.

Step 6: Advanced Troubleshooting

o Use a fiber power meter or OTDR to measure signal strength if you have access to one; values outside -15dBm to -30dBm may indicate a signal issue .

o If all local checks fail, contact your ISP for further assistance, as the problem may be with the fiber line or ONT. By systematically following these steps--checking cables, indicator lights, router settings, and ISP status--you can identify the root cause and restore your fiber internet connection efficiently.

A simple guide on broadband Internet troubleshooting done right. Take control of your home network and keep yours

Giving a static on a laptop connected to Switch B had no luck with pings or network scans, there's no communication

Use the following troubleshooting tips to see what may go wrong: Make sure the router's Internet port is firmly connected to your

Learn how to fix the frustrating issue of no internet access but connected. Follow our expert guide for quick solutions.

Discover how to check your hardware, update drivers, configure network settings, and troubleshoot common

Having your device connected but without internet access is equivalent to being stuck in traffic on the freeway. Technically, you're on

In this guide, we'll walk through 9 proven fixes for when your Wi-Fi is connected but there's

Modem connected but router has no internet? Check cables, WAN, IP and DNS with easy fixes -- chat with an expert!

Why Is My Ethernet Cable Connected But There Is No Internet? Troubleshooting the Wired Connection Your Ethernet

Optical Network Terminal (ONT) troubleshooting guide: Tackling common glitches, step-by-step fixes, and

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preventive

If you can access your router but not the Internet, you can check to see if the problem is with your router or modem,

Sometimes you're connected to Wi-Fi with a strong signal, but you still have no Internet Connection. How could that

Got a solid Wi-Fi connection but still can't connect to the internet? There are a few relatively easy things you can try in

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Seeing the dreaded Windows 10 or Windows 11 internet connection icon proclaiming that you have No Internet

Web: <https://www.morwarreconst.co.za>

