Fiber optic cable connected to router cannot access the internet



Overview

When experiencing issues with your fiber internet not working, use Brightspeed''s troubleshooting guide .

Key Takeaways

If your fiber optic cable is connected to the router but there's no internet, the issue is often due to ONT setup, router configuration, or ISP activation.Check Hardware Connections

Ensure the fiber optic cable is properly connected to the Optical Network Terminal (ONT), not directly to the router unless it has an SFP port designed for fiber . Use an Ethernet cable to connect the ONT's LAN port to the router's WAN port. Verify that all cables are secure, undamaged, and correctly plugged in . Power on the ONT first, wait for the status lights to stabilize, then power on the router .

Verify Router Settings

Access your router's admin panel and confirm the following:

• Connection type matches your ISP's requirements (PPPoE, static IP, or dynamic IP), .

• Username and password for PPPoE or ISP login are correctly entered .

• MAC address settings are correct if your ISP requires registration .

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• Update the router firmware to the latest version to avoid compatibility issues .
Restart Devices

A simple restart can resolve temporary glitches:

• Power off the ONT and router.

• Wait 30 seconds.

• Power on the ONT first, then the router .
Test Alternate Devices

Connect a computer directly to the ONT via Ethernet. If it still cannot access the internet, the problem may be with the ISP or ONT configuration rather than the router . If the direct connection works, the router may need a factory reset or reconfiguration.

Check for ISP Activation or Outages

Confirm that your fiber service is active and there are no outages in your area. Some ISPs require activation of the ONT or registration of your router's MAC address before internet access is granted .

Additional Tips
• Avoid bending or damaging fiber optic cables, as they are fragile .

• Ensure the router is centrally located for optimal Wi-Fi coverage.

• If using a static IP, double-check all IP, gateway, and DNS settings .

• If the router's internet light is red or off, recheck the Ethernet connection and PPPoE settings . If these steps do not resolve the issue, contact your ISP for support, as the problem may involve service activation or ONT configuration on their end .

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