

No internet connection when connecting the fiber optic box to the router



Article Overview

No internet when connecting your fiber optic box to the router is often caused by physical connection issues, incorrect configuration, or ONT/router malfunctions.

Check Physical Connections

Ensure the fiber optic cable is properly connected to the ONT (Optical Network Terminal) and that the Ethernet cable links the ONT's LAN port to the router's WAN port. Inspect cables for visible damage, sharp bends, or loose connectors, and replace any compromised cables. Clean the connectors with lint-free wipes and isopropyl alcohol if necessary.

Verify Indicator Lights

Check the ONT LEDs:

- Power LED: Must be on.
- PON/Optical LED: Should be green; if off, the fiber signal may be missing.
- Data/Internet LED: Indicates connection to your router; if off, check the Ethernet cable or router port. Router LEDs should indicate a valid WAN connection. If the router shows an IP address of 0.0.0.0, the issue is likely with the ONT or physical setup.

Restart and Reset Devices



Article Content

Troubleshooting Fibre No Connection or No Internet

Having trouble with your fibre connection? Start with what you see. If your fibre internet is not working, the quickest fix

No connection to full fibre following installation

No connection to full fibre following installation Had an Openreach engineer out today who fitted an ONT box. He said everything

Fiber Troubleshooting | CenturyLink

Therefore, a special box, called an optical network terminal (ONT), has to be installed inside or outside your home. This terminal

Xfinity Internet and WiFi connection troubleshooting

Make sure you are within a reachable WiFi coverage area from the gateway or router. If there's an area in your home with limited or

Fiber ONT Troubleshooting

An optical network terminal (ONT) is a device that converts fiber-optic light signals from your internet service provider

Fiber Internet: Computer plugged into my router can't connect to internet

You have a computer connected to your broadband home router by an Ethernet cable, and the computer is not connecting you to the

Why Is My Fiber Internet Not Working | Brightspeed

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

How would I connect my PC to a fibre broadband internet?

I live with my family and the router, whatever it is that comes with it, would probably be placed far enough so I couldn't

Fix Fiber Jack Connection Issues

Troubleshoot your Fiber Jack effortlessly with our guide. Learn how to find and reset it for optimal internet performance and stay

Why Is My Fiber Internet Not Working | Brightspeed

When experiencing issues with your fiber internet not working, use Brightspeed's troubleshooting guide . Find quick fixes for slow

Troubleshooting Your Frontier Optical Network Terminal (ONT)

Troubleshooting your ONT An ONT, or Optical Network Terminal, is the box where your fiber internet connection enters your home to

WiFi Connected No Internet Fiber Fix

If you have a fiber optic connection, this guide will help you solve it quickly. I'll show you the common setup and the steps that fix the

Contact Us

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