No internet access with the telecom fiber optic router

Overview

Restarting the modem and router in the correct order can restore internet access if other steps do not work.

Key Takeaways

A fiber optic router may fail to connect due to incorrect physical connections, missing PPPoE credentials, or misconfigured router settings.Check Physical Connections

Ensure your setup follows these steps:

• Fiber to ONT: Connect the fiber optic cable from the wall outlet to the Optical Network Terminal (ONT) provided by your ISP .

• ONT to Router: Use an Ethernet cable to connect the ONT's LAN/Ethernet port to your router's WAN port .

• Power: Make sure both the ONT and router are powered on and the status lights are stable .
Verify ONT and Router Status
• Check the Power, PON, and Data LEDs on the ONT. If the PON light is off or the Alarm LED is red, the ONT may not be properly connected or activated .

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• On the router, log in to the web management page and check the Internet IP address under Advanced > Status. If it shows 0.0.0.0, the router is not receiving a valid IP from the ONT .
Configure Router Settings
• PPPoE Authentication: Many fiber connections require a PPPoE username and password provided by your ISP. Without these credentials, the router cannot establish an internet connection .

• LAN and WAN Settings: Ensure the router's LAN IP does not conflict with the ONT or ISP subnet. Set DNS manually if needed .

• Restart Sequence: Power cycle the ONT first, then the router, to allow proper IP assignment .
ISP and Account Verification
• Confirm that your fiber service is active and that you have received all necessary credentials. Some ISPs use easy login or automatic authentication, while others require manual PPPoE setup .

• If you cannot find your credentials, contact your ISP's support to obtain the PPPoE username, password, and any access numbers required .
Additional Tips
• Use a wired connection to test the router before relying on Wi-Fi.

• If the router shows a valid public IP but still cannot access the internet, the issue may be with routing or port configuration .

• Check for local outages or maintenance work with your ISP. Following these steps should help identify whether the problem is hardware-related, configuration-related, or due to missing ISP credentials, allowing you to restore internet connectivity.

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