

The fiber optic box cannot access the internet when connected to the router



Overview

Fiber ONT Troubleshooting | BroadbandSearchOptical Network Terminal (ONT) troubleshooting guide: Tackling common glitches, step-by-step fixes, and preventi.

Key Takeaways

If your fiber optic box is connected to your router but there's no internet, the issue is often due to power, cable, or configuration problems, and can usually be resolved with systematic troubleshooting. Step 1: Power Cycle All Devices

Turn off and unplug your router, fiber optic box (ONT), and any ISP modem. Wait at least 10–30 seconds to allow devices to fully power down. Plug them back in, starting with the ONT, then the modem (if separate), and finally the router. Wait 2–5 minutes for all devices to boot and establish a connection, then check if the internet works .

Step 2: Inspect Fiber and Ethernet Connections

- Fiber cable: Ensure the thin fiber optic cable is undamaged, without sharp bends or kinks, and firmly connected to both the wall outlet and the ONT .
- Ethernet cable: Verify the Ethernet cable from the ONT's LAN port to the router's WAN port is secure and undamaged. Use the correct ports (usually the first LAN port on the ONT to the WAN port on the router), .

Step 3: Check Device Lights

- ONT lights: Look for PON and LOS indicators. Red or off lights suggest a physical network problem or a connection issue with your ISP .

- Router lights: The WAN/Internet light should be solid or flashing steadily. If it's red or off, the router may not be receiving a proper signal .

Step 4: Verify Router Settings

- Ensure your router is configured correctly for your ISP. Many fiber connections require PPPoE settings with a username and password provided by your ISP .
- Check DHCP and DNS settings to confirm the router can assign IP addresses and resolve domain names .

Step 5: Test Alternate Devices

Try connecting multiple devices to determine if the issue is device-specific. If only one device fails, the problem may be with that device rather than the network .

Step 6: Check for ISP Outages

If all hardware and settings appear correct, contact your ISP to verify there are no outages or line issues in your area. They can remotely reset your connection or guide further troubleshooting .

Summary Action Plan

- Power cycle ONT, modem, and router.
- Inspect fiber and Ethernet cables for damage and secure connections.
- Check ONT and router lights for errors.
- Verify router PPPoE, DHCP, and DNS settings.
- Test multiple devices to rule out device-specific issues.
- Contact your ISP if the problem persists. Following these steps resolves most “connected but no internet” issues with fiber optic setups.

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