

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



Overview

If not, check your cables, disconnect extra devices, or reset your network settings. Your fiber optical network terminal (ONT), modem, or gateway provides LEDs letting you know the status of your internet (wide area network, or WAN) and home network (local area network, or LAN) connections. Brightspeed has three main fiber-compatible routers: the Calix u6, the C4000XG. Test whether the device can access the Internet through a wired connection to the router. If connect to the router via cable could access internet, but when devices (e. If any part of this chain breaks down, you might still have a local Wi-Fi. Are you connected to a network but don't have internet access?

If you're on your phone or computer, you can notice the Wi-Fi icon is enabled, but the website you're trying to visit isn't loading. My ISP upgraded us to fiber into the home service (with a new fiber modem/gateway in bridge mode).



Article Content

Mar 24, 2026

Failed Internet access through router

Frustrated by a "no internet" message even with Wi-Fi connected? Learn simple, step-by-step solutions to diagnose and fix common network issues ...

Aug 14, 2025

Failed Internet access through router

Test whether the device can access the Internet through a wired connection to the router. Please try to connect your device (e.g. PC, laptop) to your wireless router using a network cable.

Nov 04, 2025

Router Connected but no Internet

Here you will find out why you are connected to the router but have no internet. Furthermore, we show several possible solutions to the problem.

Feb 19, 2026

Why Your Wi-Fi Says Connected But There's No Internet (And How to ...

Frustrated by a "no internet" message even with Wi-Fi connected? Learn simple, step-by-step solutions to diagnose and fix common network issues and get back online quickly.

Jun 27, 2026

Fixing "Connected to Wi-Fi, No Internet" – D-Link

It's a common frustration: Your device shows it's connected to the Wi-Fi network with strong signal bars, but websites won't load, apps can't connect, and you see a "Connected, no internet" or similar ...

Jun 27, 2026

No Internet Connection? How to Troubleshoot Internet Issues

Got no internet? Find solutions in our guide for fixing internet and Wi-Fi connection issues.

Oct 16, 2025

No Internet Access but Connected to Network: 9 Quick Fixes

Connect your device to your router with an ethernet cable to test your connection. If there's still no internet access, you can rule the problem out of your router or network and instead call ...

May 01, 2026

Broadband Internet Repair: 100% Solid Tips | Dong Knows Tech

Broadband Internet Troubleshooting: The A-B-C simple steps Every network is different, but all have a broadband terminal device —likely a cable modem or a fiber-optic ONT —and a router. ...

Sep 07, 2025

TP-Link Router Not Connecting to Internet?

Is your TP-Link router not connecting to the internet? Learn how to troubleshoot and fix the issue by checking your IP address, physical connections, and more

Mar 02, 2026

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 speeds, outages, and more!

Jan 13, 2026

No Internet Access but Connected to Network: 9 Quick Fixes

Connect your device to your router with an ethernet cable to test your connection. If there's still no internet access, you can rule the problem out of your router or network and instead call your ISP to figure out what's wrong with the internet connection. Check and reset network settings.

Contact Us

For more information, pricing, or custom solutions, please contact us:

Website: <https://ntmmgroup.co.za>

Email: sales@ntmmgroup.co.za

Phone: +27 82 471 2596

Address: Unit 7, Optic Park, 24 High-Tech Lane, Century City, Cape Town,
7441, South Africa

This document is for informational purposes only. Specifications subject to
change without notice.

