

Why does my router show no fiber optic connection



AI Overview

Your router may not be connected to fiber optic internet due to physical connection issues, power problems, configuration errors, or faulty equipment.

Check Physical Connections

Ensure that the Ethernet cable from your fiber terminal (ONT) is securely plugged into the WAN/LAN port on your router. Loose or unplugged cables are a common cause of no connectivity. Inspect the fiber cables for visible damage, sharp bends, or contamination, and clean connectors with lint-free wipes and isopropyl alcohol if necessary .

Verify Power and Status Lights

Check that the fiber terminal (ONT) and router are powered on. If the ONT's power LED is off or the WAN/Internet light on the router is not green, the router cannot connect. Also, ensure that electrical breakers or GFCI outlets supplying power to the ONT are not tripped .

Check Router and Network Configuration

- Log into your router's management page to verify the Internet IP address. If it shows 0.0.0.0, the router is not receiving an IP from the ONT, indicating a connection or configuration issue

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Despite multiple attempts, the Archer AX6000 v1.0 is unable to connect to the modem. The blue light on top of the

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Rebooting the modem, the router and the iMac makes no difference. The router cannot connect to the Hitron modem,

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Contact Us

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