

Fiber optic box has no internet connection when connected to router



Overview

Restarting your router will usually resolve most problems such as slow speeds, disconnects or wireless issues. Before troubleshooting your ONT, we recommend checking for an outage in your area and restarting your router. If that does not resolve your internet issue, you can follow these instructions to check the power to, or restart, your ONT. Not sure if you have an ONT?

The video below can help you. A complete restart of all your equipment solves about 90% of “connected but no internet” problems. Follow these steps: Turn everything off. Are you experiencing issues with your internet connection, and you suspect that your Optical Network Terminal (ONT) box might be the culprit?

Resetting your ONT box can often resolve connectivity problems, but it's essential to do it correctly to avoid any unintended consequences.

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



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

LoRa handheld portable base station



Are you experiencing issues with your internet connection, and you suspect that your Optical Network Terminal (ONT) box might be the culprit? Resetting your ONT box can often resolve ...



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 problem most of the time.



Having issues with your fiber internet and need help troubleshooting your ONT? We provide step-by-step guidance to get your internet back up and running.



Optical Network Terminal (ONT) troubleshooting guide: Tackling common glitches, step-by-step fixes, and preventive care for fiber-optic internet.



Learn how to troubleshoot fiber networks. Identify common issues like high loss, dirty connectors, and signal drops, with practical solutions for optical links.



Solved New Fiber PPPOE service, Router "Connected" but no internet. My ISP upgraded us to fiber into the home service (with a new fiber modem/gateway in bridge mode). The diagnostic ...



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



Once connected, the status light on the front of the modem will be solid green. If the status light ring is off (no color), it means your router is not connected to the network. The most common causes of this ...

Contact Us

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