

I can't access the internet even though my fiber optic cable is connected to the router



Overview

Restarting your router, modem, and device clears up most internet issues. For more advanced fixes, run built-in troubleshooters, flush your DNS cache, switch Wi-Fi channels, or scan for. 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. Here's an example of LEDs to look for if you have fiber internet and an ONT: The Power LED. To identify why your fiber internet isn't working, it's important to establish where the connection problem is. In many cases, a fiber connection problem originates from one of the following four devices:

Router: Creates your Wi-Fi network in your home or business. Log in to your router's web interface, go to Advanced > Setup > LAN Setup, and enter the new DNS addresses under "Use These DNS Servers".

Why Do Fiber Networks Fail?

Despite their robustness, fiber networks can fail due to:. Here's the ultimate

guide to getting back online. A helpful tool for this is to visit websites like [downforeveryoneorjustme](#).

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



This phenomenon is more common than you think, and it's not just a problem with your internet service provider (ISP). In this article, we'll dive deep into the possible reasons behind this ...



Learn how to fix the frustrating issue of no internet access but connected. Follow our expert guide for quick solutions.



Wi-Fi connected but no internet? Learn what causes it and how to fix it — begin by restarting your router or checking DNS and IP settings.



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



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



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



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.



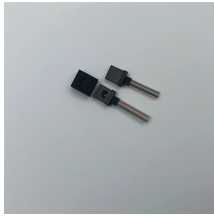
In today's fast-paced digital world, staying connected is a must, so when your connection isn't working you notice. We get how frustrating that can be, which is why we've put together some ...



Learn how to troubleshoot internet connection issues and fix common home internet problems. Step-by-step tips to reset your router, check Wi-Fi, and restore your connection quickly.



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Internet not working? Learn why your internet may be down and how to troubleshoot connection problems step-by-step. Fix your modem, router, or Wi-Fi fast.

Contact Us

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

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

Email: sales@gdroofing.co.za

Phone: +27 72 418 9365

Address: 22 Electron Avenue, Isando, Johannesburg, 1600, South Africa

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