

## No network connection even though router is connected to fiber optic cable



### Overview

The issue could come from your router, modem, ISP, incorrect DNS or IP settings, outdated drivers, or even interference from a VPN, proxy, or antivirus. 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. We have a fibre run, SM, 650 meters, with Level1 dumb switches at each end, I get Link lights at both ends, but there's no network traffic. Switch A is on the router end, devices connected to this switch get DHCP leases and can browse the internet without issue. My Asus GT-AX11000 running Merlin WRT version 386. 2\_4 is unable. Is your Brightspeed fiber internet not working?

These steps can help resolve common fiber internet problems. DNS Issues: The Internet's Phone Book is. Have you noticed if any cables or connectors are

loose or not fully plugged in on your modem or router?

Customer: no wan connection yes did Technician's Assistant: Thanks for confirming that you've checked the cables and saw a "no WAN connection" message. Have you tried restarting your modem or.

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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.



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 ...



Giving a static on a laptop connected to Switch B had no luck with pings or network scans, there's no communication happening at all over the link. Switch B was brand new, it was tested in the ...



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 ...



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



If your fiber internet shows no WAN connection, first verify the fiber optic cable is securely connected to the ONT (Optical Network Terminal). Check the ONT's status lights for signal and power indicators.



Whether you're on Windows 10, Mac, or mobile, it's one of the most confusing tech issues because everything looks fine on the surface. Let's walk through what's really going on, why it ...



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Dropped network connection? Learn quick fixes for network issues, driver problems, and DNS errors to restore your connection in minutes.



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



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

## Contact Us

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

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