

RIVO MULTITRADE OPTICAL SYSTEMS

No Internet access after router is connected to fiber optic cable



Overview

This guide will provide you with step-by-step troubleshooting tips to identify and potentially resolve common fiber internet issues.

Key Takeaways

If your router is connected via fiber optic cable but you have no internet, the issue could be with the fiber signal, router configuration, or ISP settings. Check Fiber Optic Hardware and Connections

Ensure the fiber optic cable is securely connected to your Optical Network Terminal (ONT) and the router's WAN port (usually blue) and that the cable is not bent, pinched, or damaged . Inspect the ONT and router LEDs:

- Power LED: should be on
- PON/LOS LED: indicates fiber signal; red or flashing may mean signal interruption
- Data/Internet LED: should be on to confirm LAN connectivity If the LOS or PON light is red, wait a few minutes for the connection to restore and check if neighbors are also affected, which could indicate an ISP outage .

Verify Router Configuration

Log in to your router's management page and check the Internet IP address under Advanced > Status. If it shows 0.0.0.0, the router is not receiving a valid IP from the ONT, suggesting a modem or fiber issue . If your ISP uses PPPoE, ensure the router is set to PPPoE mode and that the username and password are correctly entered. Enable Auto Connect and restart the router .

Restart Devices in Correct Order

- Power off the router and ONT.
- Wait 30-60 seconds.
- Power on the ONT first, wait for LEDs to stabilize.
- Power on the router and check connectivity .

Test Direct Connection

Connect a computer directly to the ONT via Ethernet. If the computer does not receive a valid IP, the problem is likely with the fiber line or ONT, not the router . You can try setting a static IP temporarily to access the ONT interface and check status.

Additional Checks

- Ensure your router's LAN IP does not conflict with the ONT or other devices.
- Try a different Ethernet cable to rule out a faulty cable.
- Confirm there are no local outages by checking your ISP's website or app . If all steps fail, contact your ISP support with ONT and router details, as the issue may be with the fiber line, ONT, or account provisioning .

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