

No internet connection when connected to a 100Mbps fiber optic router



AI Overview

A device connected to a 100Mbps fiber router but without internet is often caused by router configuration, cable limitations, or ISP authentication issues. Check Router and Cable Capabilities Ensure your router supports gigabit speeds (1000Mbps) on both WAN and LAN ports. Some routers, like TP-Link Archer C20 or C50, only support 10/100Mbps, which can limit connectivity and cause issues with high-speed fiber connections. Verify the Ethernet port negotiation speed in the router's web interface and, if necessary, set it to 1000Mbps Full Duplex. Also, use Cat5e or Cat6 cables to connect your router to the fiber modem and your devices, as older cables may restrict speed and stability. Restart and Power-Cycle Devices A simple power-cycle often resolves transient connectivity issues. Turn off your modem/ONT first, then the router, wait 30-60 seconds, and power them back on sequentially. This clears temporary glitches and refreshes the connection to your ISP. Verify ISP Settings If your fiber service uses PPPoE, ensure the router is configured with the correct username and password provided by your ISP. Incorrect PPPoE credentials or misconfigured bridge mode can result in a connection that shows as "connected" but cannot reach the internet. For DHCP-based connections, confirm the WAN connection type is set to Automatic IP and that the ISP's DHCP server is functioning properly. Firmware and Configuration Update your router to the latest firmware to fix known bugs and improve compatibility with fiber networks. If problems persist, consider resetting the router to factory defaults and manually reconfiguring it without restoring old backup settings, which may carry over misconfigurations. Additional Troubleshooting Test with a different device to rule out client-specific issues. Check for physical damage or contamination in fiber cables and connectors, as even minor issues can block intern...

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Run a speed test from your ONT, modem, or gateway first. If your speed closely matches your plan, run the speed test again from an Ethernet port on your router or mesh system. If that also

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See when you can use your own router for fiber internet, what equipment is still required, and how to choose a compatible router for your home.

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These are the basic things you should do first, in the order below or in whichever way that's convenient. You can also do just one or all of them until the issue is fixed. 1. Restart the

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WiFi Connected No Internet Fiber Fix

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Internet access

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Understanding Common Fiber Internet Problems and Solutions

Address common fiber internet problems with practical solutions to keep your connection fast and reliable.

How to Fix Home Internet: Troubleshooting No Connection Issues

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.

Find Fiber Internet Providers Near You

See if fiber internet is available in your area. Enter your zip code or address to see which fiber providers offer fiber service in your area.

Everything You Need to Know About Ethernet

Ethernet delivers stable, speedy, secure wired connections to the internet and between devices.

Fibre Broadband Deals

Types of fibre broadband There are two types of fibre broadband connection in the UK - part fibre and full fibre. Part fibre Part fibre, also known as

The Best Routers for Fiber Internet: My Expert Picks

By using the best router for fiber internet, you can get the most out of the fast speeds. So, if you want unparalleled connectivity, check out my 8

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Why Is My Fiber Internet Not Working | Brightspeed

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

What Is a Good Internet Speed? | HighSpeedInternet

Learn what factors influence your internet speed, how to test your speed, and tips for improving it with our internet speed calculator.

Ring and Ping: Quick Tips for Fiber Optic Troubleshooting

Troubleshooting Common Fiber Optic Problems: Quickly identify and resolve issues with Ring and Ping's tips for optimal speed and connectivity.

What is fiber to the home (FTTH)?

Learn about fiber to the home and compare it to other methods of cable connectivity, such as coaxial, twisted pair and other fiber-to-the-x infrastructures.

Improve Your Wi-Fi Speed in 10 Simple Steps

Got the Wi-Fi speed blues? Learn how to speed up your Wi-Fi connections in this easy 10-step guide.

Contact Us

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

Website: <https://www.mr-security.co.za>

Email: info@mr-security.co.za

Phone: +33 1 45 23 67 81

Address: 10 Rue de la Paix, 75002 Paris, France

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