

I can't access the internet even though I installed a fiber optic router



AI Overview

If your device connects to a fiber optic router but has no internet, the issue is often due to router, converter, or network configuration problems, which can usually be resolved with systematic troubleshooting.

Check Hardware and Connections Ensure all cables are securely connected: the fiber wall box to the GPON converter, and the converter to your router. Inspect the fiber patch cord for bends or damage, as fiber cables are delicate and can disrupt the signal if mishandled. Verify that the LAN cable from the router's WAN port to the converter or wall socket is properly seated. Check the indicator lights on your router and converter; a solid or blinking green light usually indicates proper connectivity, while yellow or red may signal a problem.

Restart Your Equipment Power-cycle your network devices. Turn off your personal router, the ISP's modem/router, and the GPON converter. Wait at least 10–30 seconds, then turn them back on, allowing 2–5 minutes for all devices to boot and establish a connection. This clears temporary glitches and refreshes the connection to your ISP.

Verify Network Settings On your device, ensure you are connected to the correct Wi-Fi network with the right password. If your device previously connected to another network, forget the network and reconnect as a new device. Check whether you are on the 2.4 GHz or 5 GHz band; some devices perform better on 2.4 GHz, especially at longer distances. Resetting network settings on your device can also help establish a fresh connection.

Advanced Troubleshooting If restarting and checking connections do not work, try swapping LAN cables between the router and converter to rule out a faulty cable. Updating your router's firmware or adjusting DNS settings may resolve configuration issues. If only one device is affected, the problem is likely with that device rather than the network.

Check ISP Status Sometimes the issue is w...

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Contact Us

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

Website: <https://www.tomor.eu>

Email: info@tomor.eu

Phone: +49 69 2381 5497

Address: Am Hauptbahnhof 10, 60329 Frankfurt am Main, Germany

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