

No internet connection when fiber optic cable is plugged into 100Mbps router



Overview

A bad connection between your modem and router can also cause connection issues. Step 1: Unplug the ONT, modem, or gateway from power. 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. When issues like signal loss, slow speeds, or intermittent connectivity arise, systematic troubleshooting is key. Brightspeed has three main fiber-compatible routers: the Calix u6, the C4000XG. Some customers may report the speed is limited to 100 Mbps when connected to the TP-Link router, while the speed is much faster and can reach up to 500+ or 900+ Mbps when connecting to the ISP modem directly. If this is what you are experiencing, follow this article to get it resolved. Mark. This post on Wi-Fi dropping and local connection issues will help tackle the former. But it's important to know which you're using. Make sure: The broadband home router is plugged directly into a working electrical

wall outlet (not a power strip).

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



Broadband Internet Troubleshooting: The A-B-C simple steps Every network is different, but all have a broadband terminal device —likely a cable modem or a fiber-optic ONT —and a router. ...



If it's still connected at 100 Mbps, try with another Cat5e/6 cable or change the port of your ISP device, where you're connecting the TP-Link router (if possible).



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



Troubleshooting finicky internet can be as simple as restarting your equipment. Heck, sometimes you can get back up to speed just by tightening the coaxial cable on a cable modem. Got ...



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.



Can't figure out why your PC is limiting your Internet to 100 Mbps? We show you how to fix it when the Ethernet speed is capped at 100 Mbps.



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 ...



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



This Support Wizard can help you quickly troubleshoot the reason Fiber Internet: Computer plugged into my router can't connect to internet



It's very possible that one end of the cable isn't making a connection. The only way to know for sure is to test that cable span and make sure all 4 pairs are connected properly.



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.

Contact Us

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