

No internet connection when connecting Xiaomi router to fiber optic cable



Overview

What to do if unable to access the internet after connecting. If unable to access the internet after connecting to the Xiaomi Router BE19000 Pro, please.

Key Takeaways

If your Xiaomi router is connected to a fiber optic cable but shows no internet, the issue is likely due to ISP connection, router configuration, or cable setup. Step 1: Check Physical Connections

Ensure the fiber optic cable is properly connected to the Optical Network Terminal (ONT) and the router's WAN port. Verify that the Ethernet cable linking the ONT to the router is secure and undamaged, and that the router and ONT are powered on with stable indicator lights. Avoid using damaged or loose cables, as even minor issues can block internet access.

Step 2: Restart Devices

Power cycle your devices to reset network connections:

- Unplug the ONT/modem and wait 30 seconds, then plug it back in and wait for lights to stabilize.
- Unplug the Xiaomi router, wait 30 seconds, and plug it back in. This clears cached DNS entries, resets DHCP leases, and often resolves temporary connectivity issues.

Step 3: Verify Router Configuration

Log in to your Xiaomi router's admin panel via router.miwifi.com or the IP address (usually 192.168.31.1). Check the following:

- WAN settings: Ensure the router is set to obtain IP and DNS automatically from your ISP.
- PPPoE credentials: If your ISP requires a username and password, confirm they are correctly entered.
- Firmware updates: Update the router firmware to the latest version to fix potential bugs .

Step 4: Check Device Network Settings

On your connected device:

- Toggle Wi-Fi off and on to request a fresh IP address.
- Forget the network and reconnect with the correct password.
- Ensure no static IP conflicts exist with other devices on the network .

Step 5: Test ISP Connection

Determine if the issue is with your ISP:

- Connect a device directly to the ONT via Ethernet. If the internet works, the router may be misconfigured.
- If there's still no internet, check your ISP's status page or contact support for outages or service issues .

Step 6: Advanced Troubleshooting

- Reset the router to factory settings if misconfigurations persist, then reconfigure it.
- Consider changing DNS servers to public options like 8.8.8.8 (Google) or 1.1.1.1 (Cloudflare) if DNS resolution is failing .
- Ensure no network congestion or device overload is affecting connectivity. By systematically checking cables, power, router settings, and ISP status, most Xiaomi router connectivity issues with fiber optic connections can be resolved efficiently .

Article Content

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3. Make sure the router's Ethernet cable is connected to the modem's port. If the modem has multiple Ethernet ports, please

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