

Huawei fiber optic router has Wi-Fi but no internet connection



Overview

No device connected to the router can access the Internet more videosWatch video3:21How to Configure Huawei Router and Fix No Internet Access After Reset.

Key Takeaways

Your Huawei router may not be connected to the internet due to WAN port issues, incorrect PPPoE credentials, faulty cables, router misconfigurations, or ISP outages. Check the WAN Connection

If the router's indicator light is steady red, it indicates no internet connection. Ensure the network cable is securely connected from your modem or wall-mounted network port to the router's WAN port. If your modem has multiple ports, connect to the correct one, usually the leftmost port. If your router has WAN/LAN self-adaptive ports, this distinction is not necessary. You can also log in to the router's web-based management page to check for a "No Internet cable detected" message and replace the cable if needed .

Verify Internet Access Mode and Credentials



Huawei routers often automatically select an internet access mode, but you may need to manually set it. Log in to the router's management page, go to the "Connect to Internet" section, and ensure the mode matches your network environment. For PPPoE connections, confirm that your broadband account name and password are correct. If using a SIM card, check that the correct APN is selected or create a new APN configuration if necessary .

Restart and Reset Devices

Simple glitches can prevent internet access. Restart your router and the connected devices. If the problem persists, consider resetting the router to factory settings using the physical reset button or the GUI configuration page. This will restore default settings and may resolve misconfigurations .

Inspect Hardware and Cables

Check all Ethernet, fiber, and power cables for damage or loose connections. Ensure the router and modem are plugged into a reliable power source. Frayed or damaged cables can interrupt the internet signal .

Check for ISP Issues

Sometimes the problem originates from your Internet Service Provider. Confirm whether there is a local outage by checking your ISP's website, contacting customer support, or asking neighbors if they are experiencing similar issues .

Optimize Router Placement

For Wi-Fi connectivity issues, place the router in an open area away from obstacles, magnetic fields, and concrete or wooden walls. Ensure the signal strength is sufficient for your devices . By systematically checking these areas—WAN connection, credentials, hardware, ISP status, and router placement—you can identify and resolve most causes of a Huawei router not connecting to the internet.

Article Content

How can I set up the Internet for my new HUAWEI router on my phone

Prepare for the configuration: a. Connect an Ethernet cable from the WAN port of your router to a LAN port on the Internet source

Related Video Reference

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