

## 5G – No internet

### Description

Users may see 5G signal but have no internet access. This is usually caused by coverage gaps, network registration errors, or temporary service interruptions.

### Steps to Help You Get Back Online

Let's try a few simple steps to fix the issue:

#### - **Check bill/payment status**

**Step1:** Unpaid bills may lead to service suspension. Please ensure your account is up to date using one of the following methods:

 **Ooredoo App:** Open the app and go to **My Account > Payments** to view and pay your bill [Ooredoo Oman App - Ooredoo Oman](#) .

 **Website:** Visit <https://shop.ooredoo.om/recharge-bill-payments/> to view and pay your bill.

#### - **Check Connections and Settings**

**Step1:** Make sure the power, Ethernet, and SIM are securely plugged in, with no damaged cables.

**Step2:** Ensure the SIM card is properly inserted into the CPE device, confirm it is active and not blocked due to unpaid bills or service restrictions, and check that it is registered on Ooredoo's 5G network by reviewing the status lights or using the app/website. If you are unsure, test the SIM in another device to confirm it provides internet access.

#### - **Restart the modem**

**Step1:** Turn the modem off, wait about 30 seconds, then turn it back on to refresh the connection.

- **Modem Placement & Connection Check**

**Step1:** The modem lights should be blue or green/yellow. If they are red, please move the device closer to a window and/or re-install the SIM card.

**Step2:** Position it in an open, elevated spot (ideally near a window), away from walls and other electronic devices to reduce interference.

**Step3:** Ensure all cables are connected correctly and securely.

- **Factory Reset**

**Step1:** Press and hold the reset button on the modem for about 10 seconds to restore default settings.

- **Still Having Trouble?**

If the issue continues, we're here to help. Please reach out to us through one of the following support channels:

 **WhatsApp:** 7900 1500

 **Fixed Line Support Center:** 1514