

eero Power Cycling - Article no. 6134

Introduction

Power cycle the eero Whole Home Network in the specific order listed below

It is normal for there to be two ethernet cables going between a 3-in-1 and eero. This allows for MoCA service and Eero to provide routing to an additional 2 devices.

Resolution Steps

- 1 Unplug the **power** of all **eero devices and connected equipment**
- 2 Unplug the **power** from the cable modem, and **all connected devices**
- 3 After 20 seconds, **power up** the cable modem
- 4 Once the **cable modem** appears **online in Merlin**, with an **active Ping**, powers up all **Eero devices**
- 5 If a **3-in-1 cable modem** exists, press the **eero passthrough button in Merlin**
- 6 Restore power to all other connected devices
- 7 Look for and correct any [Double NAT error in Merlin](#) after the **eero Tab** populates in **Merlin**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=22>