Troubleshooting eero Offline - Article no. 6137

Introduction

When an **eero** is **offline**, you may see:

- *An **API failure** error in BOLT*
- *A **missing eero tab** in Merlin*
- ***FAILED --** The modem is not detecting a connected eero MAC address. The eero **MAC must appear** in the **client list on the Router Tab**.*

Resolution Steps

Important: **skip to the end** of this article and **schedule a Trouble Call** for an **API error** in **BOLT**; the network was not installed properly

1. Verify the Serial Number/TSN Number
2. Power cycle the eero equipment
3. Make sure any **all-in-one device** is in **Passthrough Mode**
4. The **Passthrough Button** appears for **all** eeros connected behind an **all-in-one device**
5. In most configurations, **two ethernet cords** go between the **eero** and the **all-in-one device**
6. After the **eero** is plugged in and setup, it may take **up to 5 minutes** for the device to appear and populate the **eero Tab**
7. If the issue persists, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT

- Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	EC - Home Lan Problem
Select	All Affected Equipment
Schedule	First available time that works for the customer
Note	Include all pertinent information in the notes

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