

# 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**

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

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=24>