

Cable Modem Offline / Modem Out - Article no. 5839

Introduction

Note:

- If a customer has their own **firewall software**, that might be causing the issue - **refer a** customer to the **firewall provider**
- If customer **complains of** having to **frequently power cycle**, [troubleshoot intermittent modem issue](#)
- Always check customer for **non-pay suspension before** starting any other **troubleshooting**

Resolution Steps

[Expand All](#) | [Collapse All](#)

DC Metro, IL, MA, NY, PA and TX

1. Check the **Outage**stab

2. Merlin, [troubleshoot any errors in red](#)

3. customer has eero, [troubleshoot any eero issues](#)

4. [power cycle modem](#), **router**, and other **applicable equipment**, in that order

5. **For wired connections:**

Check the **Ethernet status** in Merlin

If **no error** in Merlin make sure all wires are **connected properly**

For wireless connections:

Ensure customer is **connected** to their **own router**

Have customer **disconnect** and use "**forget this network**", then **reconnect**

If **issue continues** and customer is using their **own router**, advise customer to contact **router manufacturer**

If the problem persists:

Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

Fill out the information as described below and click **Submit**

Trouble Call or Tech Case

Service Category

Problem Description

Select

Schedule

Notes

Trouble Call

Data

EA - Modem Out

All Affected Equipment

First available time that works for the customer

Include all pertinent information in the notes

CA, OR, WA

Check the Outage tab

2 Make sure all wires are connect properly

3 Merlin, [troubleshoot any errors in red](#)

4 customer has eero, [troubleshoot any eero issues](#)

5 [Power cycle modem](#), **router**, and other **applicable equipment**, in that order

6 For wired connections:

Bypass the **router**

Services Working: customer is using **their own router**, advise customer to contact **router manufacturer**

Service Not Working or Company Owned Router: Create Work Order or Technical Case button on the **Work Orders Tab in BOLT**

7 Fill out the information as described below and click Submit

Trouble Call or Tech Case:

Trouble Call

Service Category:

Data

Problem Description:

EA - Modem Out

Select:

All Affected Equipment

Schedule:

First available time that works for the customer

Notes:

Include all pertinent information in the notes

7 For wireless connections:

1. Unplug router for 10 seconds; plug back in

If the problem still persists:

Click Create Work Order or Technical Case button on the Work Orders Tab in BOLT:

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
Notes	Include all pertinent information in the notes

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