Cable Modem Offline / Modem Out- Article no 5839

Introduction

Note:

- If customer has their own firewall software, that might be causing the issue
 - refer customer to 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 **Outages** tab
- 2. In Merlin, troubleshoot any errors in red
- 3. If 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
- 6. 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	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

- 1. Check the **Outages** tab
- 2. Make sure all wires are connect properly
- 3. In Merlin, troubleshoot any errors in red
- 4. If 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:

 Fill out the information as described below and click Submit

Trouble Call or Tech Case: Trouble Call

Service Category: Data

Problem Description: EA - Modem Ou

Select: All Affected Equ

Schedule: First available ti

customer

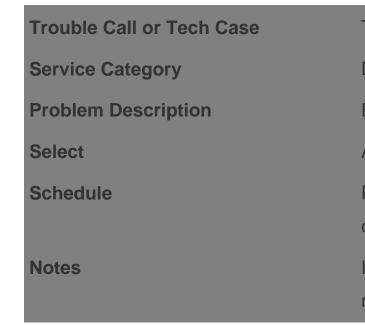
Notes: Include all pertir

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**



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