

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

CA, OR, WA

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 tim customer
Notes:	Include all pertin 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

Service Category

Problem Description

Select

Schedule

Notes

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=318>