


# Cable Modem Offline / Modem Out- Article no 5839



## Introduction

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### 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

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[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**

<b>Trouble Call or Tech Case</b>	Trouble Call
<b>Service Category</b>	Data
<b>Problem Description</b>	EA - Modem Out
<b>Select</b>	All Affected Equipment
<b>Schedule</b>	First available time that works for the customer
<b>Notes</b>	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**

<b>Trouble Call or Tech Case:</b>	Trouble Call
<b>Service Category:</b>	Data
<b>Problem Description:</b>	EA - Modem Out
<b>Select:</b>	All Affected Equ
<b>Schedule:</b>	First available time customer
<b>Notes:</b>	Include all pertinent 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**



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