Power Cycle a Cable Modem, EMTA, or FTTH ONT - Article no. 1990

Self-Service Support Alert: this article is available for customers on help.astound.com

Introduction

Note: 3rd party VoIP provider (Vonage, Skype, etc)

- **There is no reason to perform these steps if:**
  - Phone service is working
  - The internet connection is working
  - Power cycling the cable modem in these instances **will disconnect your call**

Resolution Steps

Power Cycling a Digital Phone Cable Modem (EMTA)

- If you are speaking on your **digital phone number connected to this device,** there is **no reason to perform these steps**; your internet connection is already working.
- Power cycling the cable modem in these instances **will disconnect your call**

1. **Disconnect cord** that supplies power to the EMTA
2. Take off battery cover and **remove the back-up battery**

3. Wait **60 seconds**
4. Plug power cord back in
5. Re-install back up battery, and reinstall cover
6. **Wait 30 seconds**, then check for dial tone

Power Cycling a Cable Modem

1. **Disconnect** power from the **router / eero** and/or **Shut down the computer**
2. **Unplug the** modem's **power cord** from the **electrical outlet**, not from the back of the modem (when possible)
3. **Wait about 60 seconds**
4. **Plug the** power cable back into the **wall outlet**
5. The **power should** light up on the **cable modem** -make sure there is **power** to the **wall outlet** and the **power cable** is **plugged in all the way**
6. **Turn the computer on** and/or plug the power back into the router

Power Cycling an FTTH ONT

1. **Disconnect** power from the **router / eero** and/or **Shut down the computer**
2. **Unplug the** modem's **power cord** from the **electrical outlet**, not from the back of the modem (when possible)
3. **Wait about 60 seconds**
4. **Plug the** power cable back into the **wall outlet**
5. The **power should** light up on the **cable modem** -make sure there is **power** to the **wall outlet** and the **power cable** is **plugged in all the way**
6. **Turn the computer on** and/or plug the power back into the router

Internal Information

If the **Modem is a 3-in-1** and the customer has an **eero,** press the **eero passthrough button** after the 3-in-1 comes

back up and before powering on the **eero and other equipment.**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=32