

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

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## 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>