Modem in Init(d) Status- Article no. 1266

Resolution Steps

Note: init(d) is **not** the same as **online(d)**

- **Access Merlin** through BOLT; bring up the customer's modem
- Look for any indication (red) of an **outage** on the **UBR**
- Click the **Reboot** button for the modem
- Have the customer release/renew their IP
- The init(d) status should be resolved

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=444