

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>