

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=445>