Cable Modem Offline / Modem Out- Article no 5839

Introduction

Note:

- If customer has their own **firewall software,** that might be causing the issue - **refer** customer to **firewall provider**

- If customer **complains** of having to **frequently power cycle,** [troubleshoot intermittent modem issue](#)

- Always check customer for **non-pay suspension** before starting any other **troubleshooting**

Resolution Steps

[Expand All](#) | [Collapse All](#)

DC Metro, IL, MA, NY, PA and TX

1. Check the **Outages** tab

2. In Merlin, **troubleshoot any errors in red**

3. If customer has eero, **troubleshoot any eero issues**

4. **Power cycle modem**, **router,** and other **applicable equipment**, in that order

5. **For wired connections:**

   - Check the **Ethernet status** in Merlin

     - If no **error** in Merlin make sure all wires are **connected properly**

6. **For wireless connections:**

   - Ensure customer is **connected** to their **own router**

   - Have customer **disconnect** and use **"forget this network"**, then **reconnect**

     - If issue continues and customer is using their **own router,** advise customer to contact **router manufacturer**

If the problem persists:

Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	EA - Modem Out
Select	All Affected Equipment
Schedule	First available time that works for the customer
Notes	Include all pertinent information in the notes

CA, OR, WA

1. Check the **Outages** tab

2. **Make sure all wires are connect properly**

3. In Merlin, **troubleshoot any errors in red**

4. If customer has eero, **troubleshoot any eero issues**

5. **Power cycle modem**, **router,** and other **applicable equipment**, in that order

6. **For wired connections:**

   ○ Bypass the **router**

     ▪ **Services Working**: customer is using **their own router**, advise customer to contact **router manufacturer**

     ▪ **Service Not Working or Company Owned Router:** Create Work Order or Technical Case button on the **Work Orders Tab in BOLT:**

       • **Fill out the information as described below and click Submit**

Trouble Call or Tech Case:	Trouble Call
Service Category:	Data
Problem Description:	EA - Modem Ou
Select:	All Affected Equ
Schedule:	First available ti customer

Notes:	Include all pertin...
	notes

7. **For wireless connections:**

   1. Unplug router for 10 seconds; plug back in

      - **If the problem still persists:**

        - Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

          - Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	
Service Category	
Problem Description	
Select	
Schedule	
Notes	