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 pertir 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	T
Service Category	D
Problem Description	D
Select	A
Schedule	D C
Notes	D n

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