

# Merlin Red Error Messages- 5701

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## Introduction

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**Merlin red error messages** are *usually* signal issues:

- A power cycle may only resolve the issue temporarily
- These often happen prior to an outage if one has not already been declared

## Resolution Steps

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- **Upstream is in alarm for outage**
  - This means TAC has been alerted to a signal issue that could lead to an outage
- **Upstream channel width is downgraded because of an SNR problem**
  - A member of TAC manually downgraded one of our ports to help temporarily fix a signal issue
- **Modem in Standby**
  - [Take the modem out of Standby Mode](#)

- **AC Disconnected**

- The modem may be unplugged or not connected properly; check all the connections to the modem

- **All Other Merlin Red Error Messages**

- Check for outages in BOLT and Simon
- [Power cycle the modem](#) to temporarily fix the issue
- 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**

|                                  |                                    |
|----------------------------------|------------------------------------|
| <b>Trouble Call or Tech Case</b> | Trouble Call                       |
| <b>Service Category</b>          | Data                               |
| <b>Problem Description</b>       | EA - Modem Out                     |
| <b>Select</b>                    | All Affected Equipment             |
| <b>Schedule</b>                  | First available time that customer |

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=71>