Merlin Red Error Messages- 5701

Introduction

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

- **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**

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

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