Cable Internet Service Not Working? Try the following *BEFORE* you call...
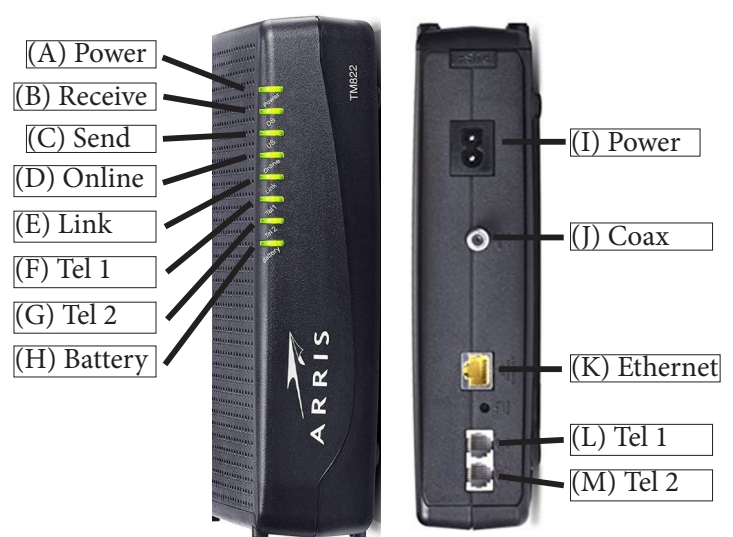
1. Shut down your computer.
2. Unplug the power cord from the back of the cable modem (labeled I on diagrams)
3. If you have a wireless router, unplug the power cord from it also (labeled T on diagrams).
4. Reconnect the power cord to the back of the cable modem (labeled I on diagrams).
5. Wait up to two full minutes for the cable modem to reconnect. You will see 4 solid green or green & blue lights.
6. If you have a wireless router, reconnect the power cord to it and wait two full minutes for it to reconnect (labeled T on diagrams).
7. Start up your computer and try to connect again.

Standard Modem

(A) Power
(B) Receive
(C) Send
(D) Online
(K) Ethernet
(J) Coax
(I) Power

Phone Modem

(A) Power
(B) Receive
(C) Send
(D) Online
(E) Link
(F) Tel 1
(G) Tel 2
(H) Battery
(I) Power
(J) Coax
(K) Ethernet
(L) Tel 1
(M) Tel 2

LED Icon	Status	Resolutions
(A) Power Light	Off	No power. Make sure modem is connected to power.
(B) Receive Light	Flashing	Modem unable to find signal. Make sue Coax (J) is secure. Follow line and check for nicks, kinks, etc. Check to see if regular TV is working. Call EagleZip.com if problem persists
(B) Receive Light & (C) Send Light	Flashing	Modem is disabled. Please contact EagleZip.com
(C) Send Light	Flashing	Modem unable to find signal. Make sure modem is plugged into line EagleZip.com pre-pared. Make sure Coax (J) is secure.
(D) Online Light	Flashing	Modem has signal, but unable to connect. Contact EagleZip.com
(E) Link Light	Flashing	There is a connection between router and modem. This is normal

Troubleshooting Wireless Routers

(S) Power Switch
(T) Power Input
(U) To Modem
(V) Ethernet
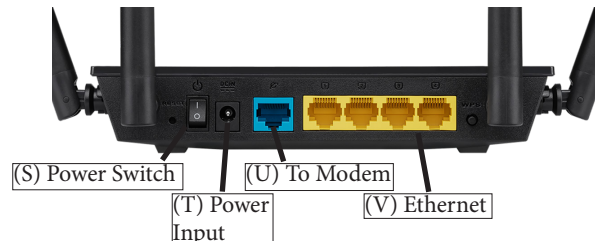
If all four lights on the cable modem (A, B, C, D) are all lit up and not flashing, your cable modem is connected. The problem may be your router.
1. Unplug power cord from back of modem (I).
2. Unplug any Ethernet cables between your computer and your router (V).
3. Unplug Ethernet cable from back of router (U) and plug it into a laptop / desktop machine.
4. Reconnect the power cord to the cable modem (I) and wait for all green lights to come back on.
5. Restart your computer and retry your internet connection. If it works, problem is the router.