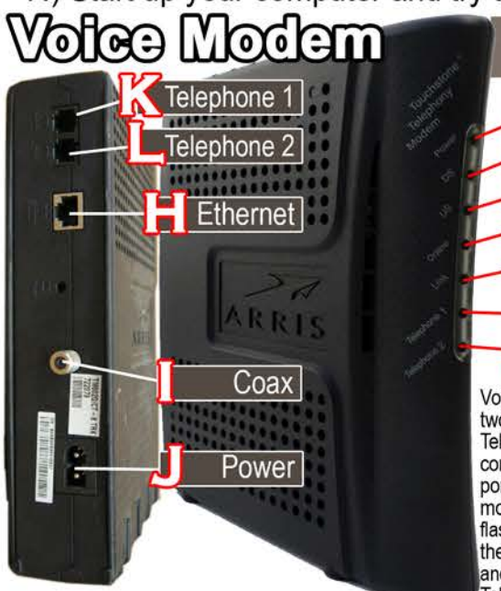
Cable Internet Service Not Working? Try the following *BEFORE* you call...

KEEP FOR FUTURE REFERENCE

DO NOT DISPOSE OF

1.) Shutdown your computer.
2.) Unplug the power cord from the back of the cable modem (labeled J on diagram).
3.) If you have a wireless router, unplug the power cord from it also (labeled M on diagram).
4.) Reconnect the power cord to the cable modem (labeled J on diagram).
5.) Wait up to 2 full minutes for the cable modem to reconnect. You will see 4 solid green lights (A, B, C, D on diagram) on the front of the modem when it is connected. If all 4 lights do not come back on solid green, skip to Troubleshooting Flashing Lights (see bottom paragraph).
6.) If you have a wireless router, reconnect the power cord to it and wait 30 seconds for it to reconnect (labeled M on diagram).
7.) Start up your computer and try to connect again.

Voice Modem



CABLE MODEM

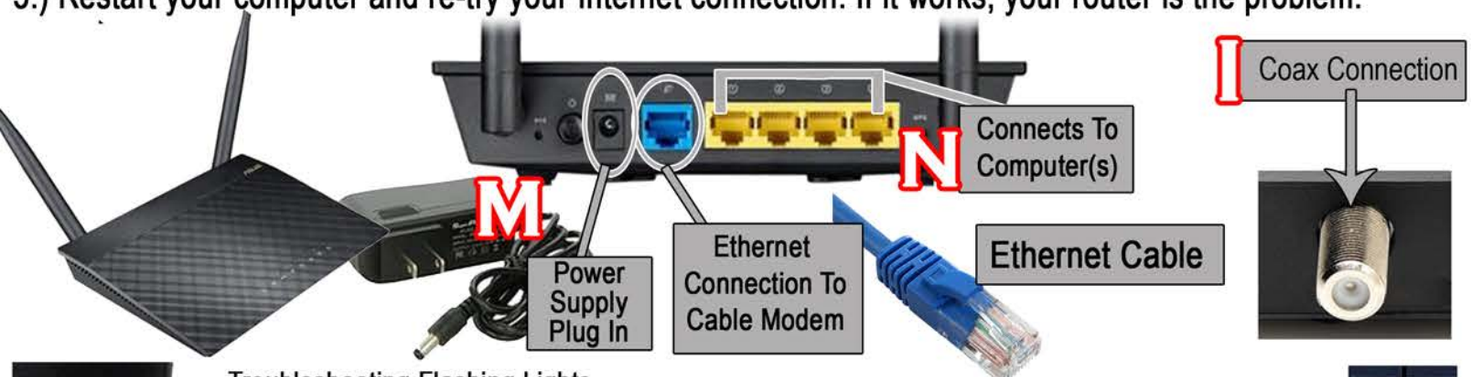
Voice Modem provides two phone line connections. Telephone 1 light (F) corresponds to the top phone port (K) on the back of the modem. Telephone 1 (F) will flash for up to 5 minutes when the modem is first powered on and also while using the phone. Telephone 2 (G & L) not used unless you have two phones numbers.

Standard Modem

TROUBLESHOOTING WIRELESS ROUTERS

If all 4 lights on the cable modem (A, B, C, D on diagram) are all lit up and not flashing, your cable modem is connected. The problem may be with your router.

1.) Unplug the power cord from the back of the cable modem (J on diagram).
2.) Unplug the Ethernet cable running between your computer and your router from the back of the router (N on wireless router diagram) (looks like an oversized phone cord).
3.) Unplug the Ethernet cable from the back of the cable modem (H on diagram) and plug in the one for your computer that you just removed from the router.
4.) Reconnect the power cord to the cable modem and wait for all 4 green lights to come back on solid.
5.) Restart your computer and re-try your Internet connection. If it works, your router is the problem.



Troubleshooting Flashing Lights

Power Light (A on diagram) is out – make sure cable modem is connected to power. Unplug and reconnect power cord to the modem and the wall outlet. **Power Light (A on diagram) is flashing** – modem is disabled – please call EagleZip.com for assistance. **Receive Light (B on diagram) is flashing** – modem is unable to find a cable TV signal. Make sure the coaxial cable is securely connected (I on diagram) to the back of the cable modem. Follow the line away from the modem as far as you can and make sure that any connections are tight and secure. Also make sure the cable is not nicked or kinked anywhere. Make sure that your regular cable TV service is working properly. Call EagleZip.com if problems persist. If **Receive Light (B on diagram) & Send Light (C on diagram)** are both flashing at the same time modem is disabled.

Send Light (C on diagram) is flashing – modem is unable to communicate back to our servers. Make sure the modem is plugged into the original Internet-ready line installed by EagleZip.com. The modem cannot be moved to another line. Also make sure all cable connections are secure. Call EagleZip.com if problems persist.**Online Light (D on diagram) is flashing** – modem has signal but is unable to connect to the Internet. This can be a signal issue, or can also mean that the modem is not properly authorized for your account.

Please call EagleZip.com for assistance. 716.661.3183 or 866.960.6104