

# Cable Modem Troubleshooting

Use the following table to help with the functions of your cable lights. Use the list of **Things you can do** (below) to help with troubleshooting. The names and colors of your lights may vary, but the principles are common to most cable modems.

<b>LIGHTS</b>	<b>INDICATION</b>
<b>Power</b>	Steady green usually means modem is on.
<b>Cable, Sync or Block Sync</b>	Steady green usually means modem is connected to the cable Internet network. Usually flashes during initial synchronization. Off means no cable connection (call CableNet tech. support.)
<b>PC or Link</b>	Steady green means connection to computer is working. Off means computer is turned off or not connected. Some modems do not have this light or an equivalent.
<b>Data or Activity</b>	Flashing green means data is flowing through the modem. Some modems have a separate light ( <b>RD</b> or <b>RX</b> for example) that indicates when your modem is receiving data as well as a light ( <b>TD</b> , <b>TX</b> or <b>SD</b> for example) that indicates when your modem is transmitting data.
<b>Test or Error</b>	Normally off. May flash during the initial self-test or soft-ware downloading. Steady light usually indicates some failure of the modem or the network.

## Things You Can Do

Your cable modem will operate continuously without maintenance. You can leave on the cable modem even when you turn off your computer. If you experience problems, go through these probable causes before you call CableNet technical support.

- **Check coaxial cable at the modem and the outlet.**

If the connection on your coaxial cable becomes loose either at your modem or at the cable outlet, you will not be able to send or receive data. Secure the connection.

- **Check Ethernet or USB cable connections.**

If the connection on your Ethernet (or USB) cable becomes loose either at your modem or at your computer, you will not be able to send or receive data. Secure the connection.

- **Reset the modem.**

Some cable modems have a reset button that you can press. If not, then you can cycle the modem's power off then back on. Note the condition of each light before you cycle the modem because sometimes a different light sequence will appear after the modem has been reset. It is possible for the lights to not indicate an existing error condition before resetting the modem and then for that error condition to appear after the reset - if this happens, recheck the modem indicator light table on the previous page.

- **Check Windows or Macintosh configuration.**

Use the CableNet Self Connect Installation CD to reinstall the software and reconfigure your computer.