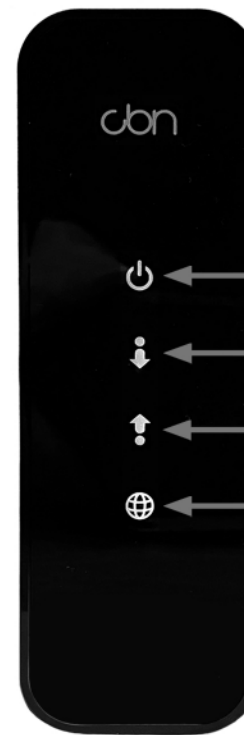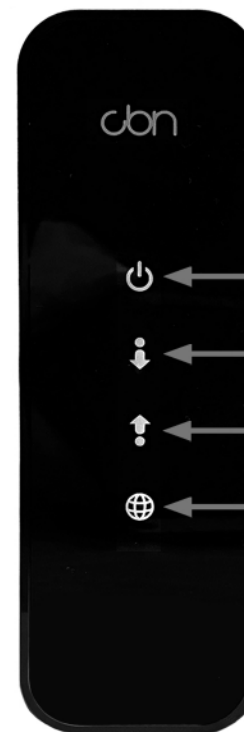# Troubleshooting

CBN CD8000 Cable Internet Modem

Problem: None of the LEDs turn on

1. Ensure that you are using the correct power cable.
2. Ensure that the power cable is connected to the CBN CD8000 and the wall socket (or other power source) correctly.
3. Ensure that the power source is functioning correctly. Test the outlet by plugging in a device you know is working properly as a test.
4. Disconnect and re-connect the power cable to the power source.

Problem: One of the LEDs does not display as expected

1. Always allow the modem several minutes to boot up.
2. Ensure that you understand the LED's normal behavior (see page one).
3. Ensure that the hardware is connected correctly.
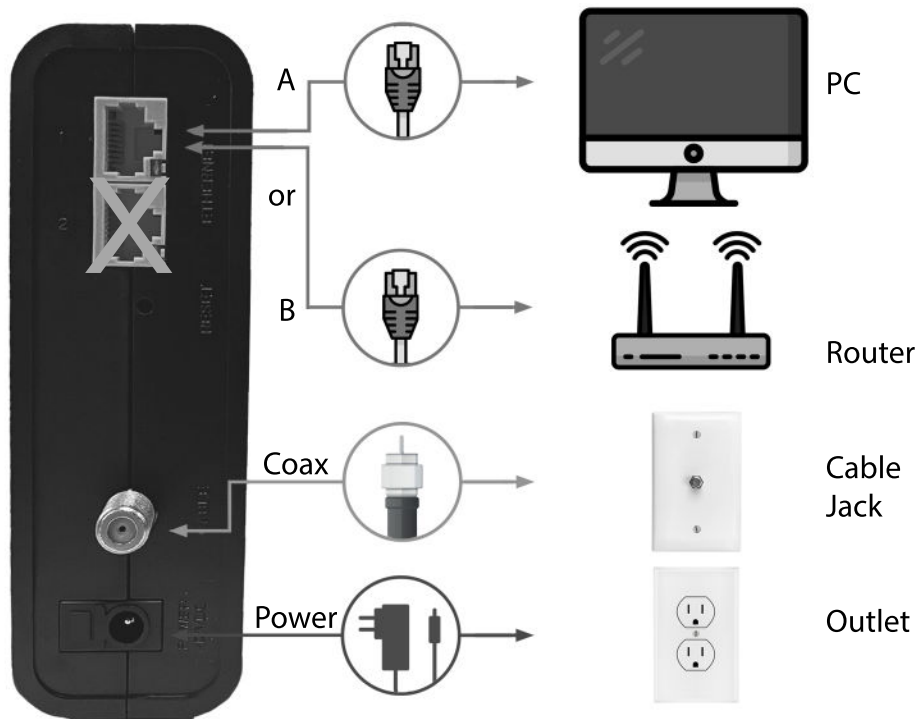4. Disconnect and re-connect the power cable.

For further assistance, please call the Nexicom Helpdesk at 705-775-6394.

Power: On Solid

Downstream: On Solid

Upstream: On Solid
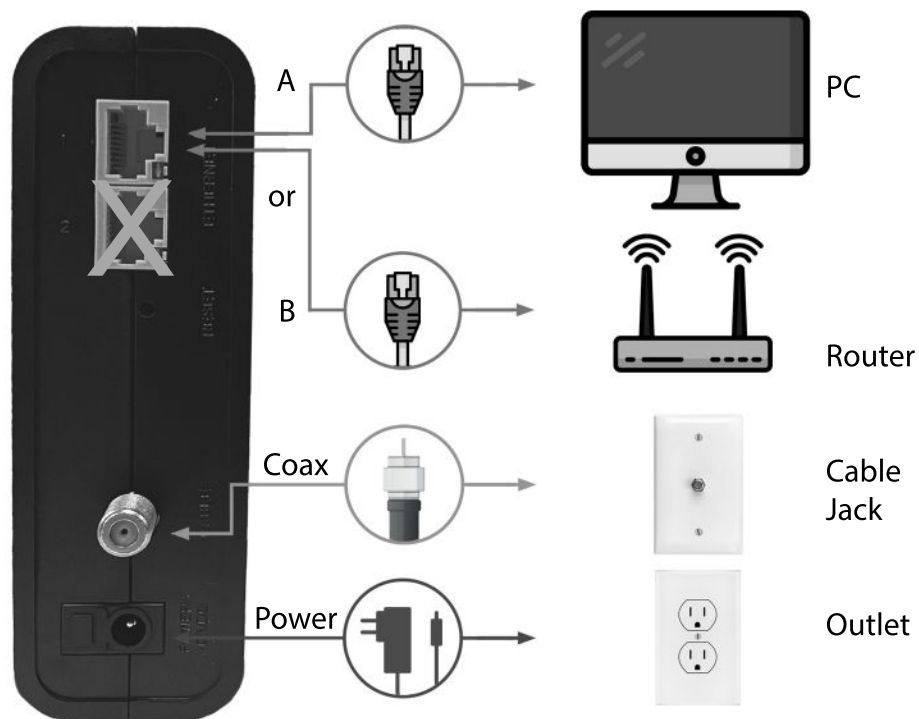
Globe: On Solid (may flicker)

Option A: Direct Connection - If you are only connecting to one device, you can connect directly to the modem. Connect one end of the ethernet cable to the yellow LAN Port '1' on your modem, and the other end to an ethernet LAN port on the device you want to connect.

Option B: Wireless Router - Connecting a router allows you to connect multiple devices, including wireless devices with or without an ethernet port. Connect one end of the ethernet cable to the yellow LAN Port '1' on your modem and the other end to the Internet or WAN port on your router.

DO NOT USE ETHERNET PORT 2

Connect one end of the coax cable to the 'Cable' port on your modem, then connect the other end of the cable to a nearby coax wall outlet.

Attach the power cord to the 'Power' port on your modem and plug into a nearby electrical wall outlet.