

## Troubleshooting

### **Problem: None of the LEDs Turn On**

The CODA-56 is not receiving power, or there is a fault with the device.

- 1 Ensure that you are using the correct power cable. Using a power source other than the one that came with your CODA-56 can damage the CODA-56.
- 2 Ensure that the power cable is connected to the CODA-56 and the wall socket (or other power source) correctly.
- 3 Ensure that the power source is functioning correctly. Replace any broken fuses or reset any tripped circuit breakers.
- 4 Disconnect and re-connect the power cable to the power source and the CODA- 45.

### **Problem: One of the LEDs does not Display as Expected**

- 1 Ensure that you understand the LED's normal behavior (see LEDs on previous page).
- 2 Ensure that the CODA-56 hardware is connected correctly.
- 3 Disconnect and re-connect the power cable to the CODA-56.
- 4 If none of the above steps solve the problem, call the Nexicom Helpdesk.

If you cannot access the Internet and the DS and US LEDs keep blinking, contact technical support:

Visit <https://nexicom.net>

Online Knowledge Base: <https://kb.nexicom.net>

Phone: 705-775-6394 or 1-888-639-4266

By Email: [support@nexicom.net](mailto:support@nexicom.net)

Monday–Friday: 8 am–10 pm

Saturday: 8 am–5 pm

Sunday: 9 am–5 pm



## CODA-56 User Guide



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What do the lights on my cable modem mean?

LED	STATUS	DESCRIPTION
	Off	The CODA-56 is not receiving power.
	Green/White and steady	The CODA-56 is receiving power.
	Off	There is no upstream activity on the CABLE connection.
	Green and blinking	The CODA-56 is searching for an upstream frequency on the CABLE connection.
	Green and steady	The CODA-56 has successfully located and locked onto a single upstream frequency on the CABLE connection.
	Blue and steady	The CODA-56 is successfully engaged in channel bonding on the upstream connection.
	Off	There is no downstream activity on the CABLE connection.
	Green and blinking	The CODA-56 is searching for a downstream frequency on the CABLE connection.
	Green and steady	The CODA-56 has successfully located and locked onto a single downstream frequency on the CABLE connection.
	Blue and steady	The CODA-56 is successfully engaged in channel bonding on the downstream connection.
	Off	The CODA-56 cable modem is offline.
	Green and blinking	The CODA-56 cable modem is registering with the service provider's CMTS.
	Green and steady	The CODA-56 cable modem has successfully registered with the service provider and is ready for data transfer.