

## Modem Troubleshooting



Modem indicator lights explained:

- The circle icon is the power light which indicates that the modem is powered on.
- The arrows icon is the data light and it only blinks when data is coming or going.
- The bars icon is the signal light and it displays the signal strength to the nearest subscribed cellular network.
- The cell tower icon is the network light and it indicates whether the modem has registered itself on the subscribed cellular network.

**NOTE:** The modem needs to display solid green lights for power, network and signal for the modem to be online and accessible remotely.

Condition	Solution
None of the modem lights are lit	The modem is not receiving power. Check site power and verify that the modem power cord is plugged into the power source.
The power light is solid red	The modem isn't receiving enough electricity to power up completely. Check the charge on the external battery powering the modem.
The data light is not lit at all or it is blinking green	This is normal. The data light will not stay solid green. It will only blink green when the modem is sending or receiving data.
The network light is solid red and the signal light is either solid amber or solid red	The modem isn't able to connect to the nearest subscribed cellular network. Check that the antenna is securely connected to the cellular port and not the diversity port on the back of the modem.
<p>The signal light is either blinking amber or it is solid amber</p> <p>- Or -</p> <p>The signal light is alternating between a blinking green light and a blinking amber light</p>	<p>The modem signal strength is low:</p> <ol style="list-style-type: none"> <li>Try moving the modem or angling the antenna until the modem displays a solid green signal light. Even moving the modem only a few inches can make a difference in signal strength.</li> <li>The signal strength could be hampered by the enclosure or structure the modem is in. If inside an enclosure, try leaving the lid open to see if signal strength improves. If in a structure or in a basement, try moving the modem closer to a window or to an opening leading to ground level.</li> <li>Try adding an additional blade antenna to the modem diversity port to improve signal strength.</li> </ol>
The network light is solid red	<p>The modem is unable to register itself on the subscribed cellular network:</p> <ol style="list-style-type: none"> <li>Verify that the antenna is securely fastened to the cellular port on the modem.</li> <li>Check if the IP address is suspended or deactivated.</li> <li>Check cell service for the network you're trying to connect to by checking the bars on your cell phone (if your phone is on the same subscribed cellular network as the modem) or with one of many cell phone apps available which will test signal strength for networks in your area.</li> </ol>

The modem is not transmitting data from the device it is connected to	Verify that the data cable is securely inserted at both ends. The modem end will likely be a serial connection and if it is, make sure that it is pushed into the modem completely before tightening the screws.
Cannot PING the IP address of the modem	<ul style="list-style-type: none"> <li>a) Check if the IP address is suspended or deactivated.</li> <li>b) Verify that the power light is solid green. If not, then check site power.</li> <li>c) Verify that the signal light is solid green. An amber light means that the signal is weak to the subscribed cell tower and a red light means that the signal can't reach the cell tower at all.</li> <li>d) Verify that the network light is solid green. If it is red, then the modem can't register itself on the cellular network.</li> </ul>
Can PING the modem but cannot remotely run AceManager in the modem	AceManager is Sierra Wireless' remote access configuration and diagnostic tool. It is built into the modem and Google Chrome is the recommended browser to access it. If an attempt to access AceManager remotely results in errors, there may be an incorrect setting in the modem. Please contact IT support to troubleshoot the issue.