Troubleshooting Guide

Problem

My Cobalt TV is not working. Cobalt TV has a message that says "Waiting for Address".

Waiting for Address
Please ensure your network
cable is connected.
○ Network Address
  System Time
  Network Configuration

Solution:

1. If you have wireless access boxes, skip to solution 2. If you do not have wireless access boxes follow these instructions.

In the event of a power outage in your home, the modem may need to be re-booted. At the modem, simply press the power button and leave the modem off for one minute. Then press the power button again to power the modem back on. Please wait until the DSL light on the front of the modem is a solid green. Within a few minutes, you should see your TV guide begin to re-boot.
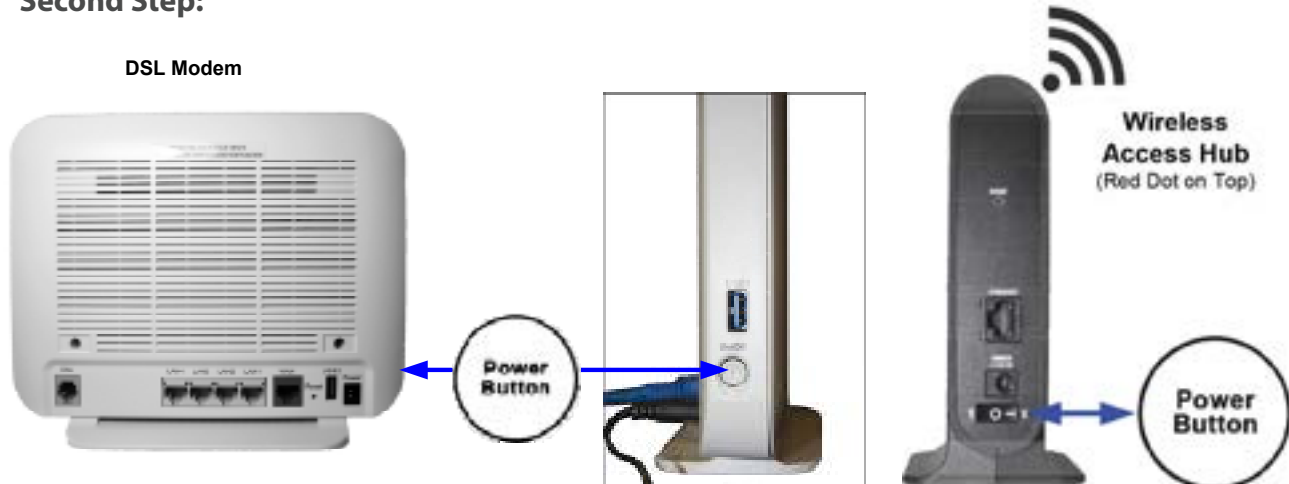
DSL Modem

DSL
Power
Light

DSL Modem

Power
Button

ZHONE

Cobalt TV®

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2. If you have wireless access boxes, follow these instructions.

First Step:
At the modem, press the power button and turn the modem off. At the Wireless Access Hub, next to the modem, press the power button and turn the wireless access hub off.

Second Step:

DSL Modem

Power Button

Power Button

Wireless Access Hub (Red Dot on Top)

Then press the power button again to power the modem back on. Please wait until the DSL light on the front of the modem is a solid green.

DSL Power Light

DSL Modem

ZHONE

Third Step:
Press the power button again to power the wireless hub back on. Please wait until the wireless light on the front of the wireless hub is a solid green. Within ten minutes, you should see your TV guide begin to re-boot.

Wireless Access Hub (Red Dot on Top)

Green Wireless Light